



MERCY OGBOI

PROFILE

Actively seeking a customer service position where I can optimize my problem-solving and organisational skills to contribute and to increased customer satisfaction. Strong multitasking skills and fast learning ability, ensuring quick contribution to your customer service team.

EDUCATION

BACHELOR DEGREE IN MASS COMMUNICATION

Olabisi Onabanjo University, Nigeria | 2009 - 2014

EXPERIENCE

CASHIER

Nova cafe, Dubai | 2021 - 2021

1. Welcoming customer, answering questions and inquiries, helping them to locate items and providing advice and recommendations.
2. Operating scanner, scales, cash register and other electronics.
3. Balancing cash register and generating reports for credit and debit sales.
4. Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
5. Processing refunds and exchanges, resolving complaints.

CONTACT

Dubai

0528355907

memmylyf@gmail.com

NATIONALITY

Nigeria

DATE OF BIRTH

5/11/1991

SALES ASSOCIATE, CASHIER

Brands Outlets, Dubai | 2019 - 2020

1. Serving customers by helping them to select products.
2. Drive sales through engagement if customers, suggestive selling, and sharing product knowledge.
3. Greets and receives customers in a welcoming manner.
4. Responds to customer's needs.
5. Directs customers by escorting them to racks and counter.
6. Provides an outstanding customer service.
7. Documents sales by creating or updating customer profile records.
8. Manages financial transactions.
9. Alerts management of potential security issues.
10. Assist with inventory, including receiving and stocking merchandise.
11. Keeps customers informed by notifying them of preferred customer sales and future merchandise of potential interests.

SALES LADY, CASHIER

Skinjam, Dubai | 2017 - 2019

1. Greeting customers.
2. Responding to questions Improving engagement with merchandise and providing an excellent service.
3. Operating cash registers.
4. Managing financial transactions and balancing drawers.
5. Directing customers to merchandise within the store.





WAITRESS, CASHIER, FEMALE BARISTA

Madison Square Cafe, Dubai | 2016 - 2017

1. Greeting customers politely and lead them to table.
2. Present menu to customers and maintain an up-to-date working knowledge of the menu and daily specials.
3. Explain the menu items in terms of preparation, ingredients and presentation.
4. Be aware of allergy information on the menu and answer inquiries about food and beverage order accurately including special requests.
5. Offer food and drinks suggestions, inform customer of special offerings.
6. Check food orders with customers to ensure correctness and input the order into pos system.
7. Work with bartenders to fill beverage orders, work with kitchen staff to process and expedite food orders.

SKILLS

Skill group

Basic math skills 
Holding cash, debit and credit cards 
Excellent interpersonal communication 
Professional telephone etiquette 

Skill group

Time management 
Strong products knowledge 
Achieving targets 
Ability to solve customer dispute 

LANGUAGE

Speaking, reading, writing English fluently.

VISA STATUS

Resident Visa