

	Curriculum Vitae	
	Career Objective	
	To work in a reputable organization both national and international where organizational objectives are well defined and my abilities and skills are efficiently utilized with or without supervision.	
	Educational Background	
	❖	Certificate in Customer service
	❖	High School certificate
	Professional Development	
	❖	Specific important communication skills (customer handling)
	❖	Team player
	❖	Transferable skills
Personal Profile Name : DIANAH NALUKENGE Sex: Female Nationality: Ugandan Visa : Visit Visa Phone +971 529 733 259 Email: kalungidiana5@gmail.com Languages ❖ English Referees Available upon request	Work Experience	
	CUSTOMER CARE SUPPORT- WHEEL CHAIR, DUBAI AIRPORT UNDER TRANSGUARD, 5 YEARS	
	Responsibilities:	
	❖	Prepared and served various food items to customers
	❖	Assisting customers in a friendly and courteous manner
	❖	Able to follow safety precautions at all times
	❖	Responsible for transporting passengers in wheelchairs to, from aircraft, or inside the terminal of the airport
	❖	Assist in lifting passengers requiring assistance in and out of wheelchairs and / or aircraft passengers seats
	❖	Asking meaningful questions to offer the customer the best solution
	❖	Adhering to the airport regulations.
	❖	Coordinate the delivery of baggage to customer's residence
	❖	Assist with vouchers as necessary
	❖	Perform other duties as assigned
	SALES ASSOCIATE AT KATUMWA SPORTS CENTRE, KAMPALA, UGANDA, 2 YEARS	
	Responsibilities:	
	❖	Responding quickly and resourcefully to customer requests or concerns.
	❖	Using suggestive selling techniques to increase sales.
	❖	Giving information to customers about products.
	❖	Up selling and making recommendations to customers.
	❖	Serving multiple customers in a short period of time.
	❖	Carrying out re-merchandising, display, price markdowns duties.
	❖	Accurately completing cash register transactions.
	❖	Receiving store deliveries.
	❖	Representing the store in a professional and positive manner.
	❖	Creating and maintaining long-term relationships with regular customers.
	WAITRESS / HOSTESS AT ANTONIO'S GRILL, KAMPALA, UGANDA 2 YEARS	
	Responsibilities:	
	❖	welcoming and receiving guest
	❖	Interacted with customers in a busy, crowded restaurant
	❖	Operated computer/cash register and enthusiastically accepted payments from customers
	❖	Assisting kitchen staff with food preparation
	❖	Selected to cashier the express lane due to speed and accuracy of transactions
	❖	Directed customers to product locations
	❖	Worked shifts alone, demonstrating responsibility and proven confidence of supervisors
	❖	Helped customers with courtesy, patience and a smile
	❖	Greeted customers, developed rapport; accepted, processed and delivered orders
	❖	Performed all aspects of Food preparation, delivery, and clean-up

KEY SKILLS

- ❖ Able to engage and speak to customers.
- ❖ Superb people and sales skills.
- ❖ Customer service experience in a retail environment.
- ❖ Knowledge and experience in using computer systems.
- ❖ Communicating effectively and professionally.
- ❖ Can work at a sustained pace and produce quality work.

Computer skills:

- ❖ Microsoft office word,
- ❖ Internet browsing,

Competences

An Outgoing and articulate communicator with strong persuasive, writing, and presentation skills; ability to develop Strategic plans, sound judgments and compelling arguments; Exceptional interpersonal skills and maintenance of relationships at all levels; Effective working both independently and as part of a team; able to efficiently handle the demands of multiple projects in detail.

Projects

Volunteering at Nature Uganda as an Active member

Hobbies

Meeting new people, Swimming, travelling and sports