

CURRICULUM VITAE

LUBOYERA STEVEN

CONTACT : +971582684407
Date of Birth : 01 march 1994
Gender : male
Nationality : Ugandan
Address : DUBAI UAE
Visa Status : Cancelled
Marital status: Married
Email : luboxsteven@gmail.com



TELLER/CASHIER/SALES/CUSTOMER SERVICE

CAREER OBJECTIVE

I am looking towards an institution to utilize my exceptional verbal and written communication skills via face to face and phone interactions in foreign currency exchange customer service with an opportunity for professional advancement and rewarding growth career. I have over 5 year's sales, cash handling, hospitality and customer service experience in United Arab Emirates

WORKING EXPERIENCE

COMPANY : TRAVELEX MONEY EXCHANGE DUBAI AIRPORTS

DESIGNATION : SALES CONSULTANT/TELLER/CASHIER

DATE : 2017 NOVEMBER – OCTOBER 2020

DUTIES AND REPONSBILITIES

- Deliver excellent customer service
- Follow the sales process in order to maximize sales
- Understand features and benefits of all Travelex product lines
- Remitting sending and receiving money [western union]
- Use every opportunity to upsell and cross-sell
- Recognize the warning signs of questionable transactions and mitigate possible effects of the sale
- Adhere to promotional marketing offers
- Manage till stocks
- Achieve individual KPIs / targets
- Fully investigate overs and shorts (differences) and report to the responsible person/ manager
- Adhere to company and location policy and procedures, including Audit, Risk, Health & Safety, Security and customer service requirements
- Ensure compliance to legal and corporate requirements

- Handling remittances and Travellers cheques
- Complete training within required timelines
- Retail, cash handling and/or banking experience
- Good customer service skills
- Good numerical ability
- Experience working with computer systems
- Ability to work independently as well as in a team environment
- Attention to accuracy and detail
- Flexibility to work different shifts and locations as required
- The ability to analyse issues and solve problems
- Drive customer focus in everything we do to gain and retain high quality customers for the long term success of Travelex

WORKING EXPERIENCE

COMPANY : STARBUCKS ALSHAYA

DESIGNATION : BARISTA/COFFEE MASTER/CASHIER

DATE : 2016 – 2017 AUGUST

DUTIES AND RESPONSIBILITIES:

- Welcoming and receiving guests with a smile.
- Giving a warm welcome to visitors.
- Continuously keeping assigned area and equipments clean.
- Organizing chairs, tables and other equipments at the premises as designated.
- Ensuring supervisors are informed of specific and/or special guest's needs & requests.
- Documenting both positive and negative comments by customers concerning our service.
- Cashiering and taking orders from customers
- Handling Customers' requests effectively and professionally
- Ensuring customer satisfaction is met through customer care at all time
- Carrying dirty dishes to kitchen and wiped tables and seats with a sanitized dampened cloth.
- Stocking service areas with supplies such as coffee, food, tableware, and linens
- Informing customers of daily specials.
- Filling salt, pepper, sugar, cream, condiment, and napkin containers, stocking service areas, and escort customers to their tables.

EDUCATION BACKGROUND

UNIVERSITY: Kyambogo Bachelor of international business 2012-2016

SECONDARY: Uganda Certificate of Education a Jamiah high School (2007-2010)

OTHER SKILLS

- Excellent customer care skills
- Admirable experience in managing profitable trade
- Remarkable knowledge of financial theory
- Good communication and interpersonal skills
- Able to work in a team as well as a team leader
- Outstanding ability to maintain record of foreign exchange products
- I am a self-motivated person, able to work under minimum supervision.
- Confident and Hardworking
- Adaptable and keen to learn and apply new skills.
- Excellent oral and written English communication skills
- Excellent customer service skills four years
- Numerical skills
- Excellent interpersonal skills
- Excellent Microsoft/Open Office skills and internet
- Can work under pressure and in a fast-paced environment
- Administration/ office management

LANGUAGES

- English
- Luganda

HOBBIES

- Football
- Reading Novels
- Swimming.

OTHER QUALIFICATION

- Computer literacy like; Microsoft office, Internet
- Customer care services and communication skills

REFERENCES: Upon Request