



James Gicheru

OPERATIONS SUPERVISOR

jamesgicheru015@gmail.com

0527505496

Dubai, United Arab Emirates

Articulate, composed and crisp professional adept at providing world class services with a touch of elegance and profitability.

WORK EXPERIENCE

Operation Supervisor Infinity Des Lumieres

01/2021 - 12/2021

Dubai, United Arab Emirates

Achievements/Tasks

- Participated in strategic planning and goal-setting for various business functions, including retail, sales and marketing and customer support.
- Oversaw the daily operations of the venue including: opening and closing, cash distribution/reconciliation/banking and supervision of staff during operation.
- Monitored and reported on department performance, made various reports including sales target KPI, footfall and incident reports.
- Successfully trained and mentored new colleagues hence leading to increased departmental efficiency.
- Studied market competitors and trends, preparation of reports to recommend potential strategies to the management to improve business leads.
- Successfully handled customer queries, resolved complaints, offered recommendations and introduced new products.

Team Lead. Emaar.

05/2019 - 12/2020

Dubai, United Arab Emirates.

Achievements/Tasks

- Conducted daily briefings to inform colleagues on any new information as well as handling queries and complaints.
- Provided administrative support via inventory management, occasional cash handling and merchandising.
- Ensured company policies were understood and implemented fully.

Guest Service Associate. Dubai Parks and Resorts.

08/2016 - 05/2019

Dubai, United Arab Emirates.

Achievements/Tasks

- Hosted and made VIP tours. Greeted, welcomed guests and acted as an information hub point. Answered queries and handles special requests.
- Attended to all administrative duties including answering calls, emails, documentation and CRM management.
- Handled POS sales transactions involving cash, credit, voucher, foreign currencies and discounts.
- Warmly interacted with customers and kept the conversation going to establish rapport.

SKILLS

Conflict Management

Customer Relation Module

Sales and Marketing

POS skills

VIP Hosting

Admin skills

ADDITIONAL WORK EXPERIENCE

Hub Assistant Manager (01/2013 - 12/2015)

Jumia Kenya Ltd.

Logistics Executive (04/2011 - 12/2012)

Tullow Oil Kenya

LANGUAGES

English

Full Professional Proficiency

Swahili

Native or Bilingual Proficiency

Arabic

Limited Working Proficiency

EDUCATION

CPA II

Diploma in Logistics and Supply Chain Management

Bachelor of Commerce

INTERESTS

Travelling

Cooking

Fitness enthusiast

Reading and Writing

Fashion