

JACKLINE EVALYNE WANJIRU NGUNYI

Dubai United Arab Emirates

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Nationality: Kenyan

PROFESSIONAL SUMMARY

I am a self-motivated individual who takes considerable pleasure in forming lasting positive impressions with guests. Immensely enjoys contact with others, and driven to exceed the expectations of both guests / passengers and employer. Committed to continuing professional development. Thorough customer service professional with multitasking and time management abilities to handle demands of busy contact centre environment. Confident in independently resolving customer problems. Skilled Sales Representative well-versed in sales, customer service and management. Demonstrated track record of success in generating new revenue streams while building customer loyalty and retention. Effectively promotes products and increases revenue by connecting with customers and recommending target offerings. Organised, adaptable and knowledgeable about preparing displays, merchandising shelves and assisting customers. Drives loyalty with friendly and skilled support.

WORK HISTORY

Carrefour Group - Sales representative/ Sales Promoter

Dubai, United Arab Emirates

02-2022 - 10-2024

- Help customers to identify their needs and advise them regarding to the selection of the products and services that meet their financial objectives.
- Resolved customer concerns promptly to maintain satisfaction.
- Built lasting relationships with clients through customer service interactions.
- Contacted satisfied customers to offer additional services.
- Boosted product sales by offering selection guidance to customers.
- Demonstrated product usage and features to customers.
- Carried out active selling from initial customer greeting.

MTN telecommunications - Front office attendant

Nairobi , Kenyan

01/2017 - 01/2022

- Welcome and greet guests with a great courtesy
- Manage room reservations using computerized reservation system
- Address guests concerns and special requests in a professional and personable manner
- Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed.
- Carried out day-to-day duties accurately and efficiently.

SKILLS

- Customer Service
- Product expertise
- Product knowledge
- Public speaking
- Account management
- Data Entry
- Objection Handling
- Finance services
- Team collaboration
- Query management
- Client engagement
- Active listening
- Sales trend analysis
- Interpersonal communications
- Internal department communication
- Customer follow-up
- Emergency call handling
- Telemarketing

EDUCATION

Dubai, U.A.E

Online Courses

Thika institute

Nairobi, Kenyan

Higher National Diploma:

Accounting

Diploma of Higher Education:

Accounting

- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Successfully delivered on tasks within tight deadlines.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked flexible hours, covering nights, weekends and bank holidays.

CERTIFICATIONS

- Cisco Certified Entry Networking Technician
- Certified Information Systems Security Professional

LANGUAGES

English	C1	Arabic	A2
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Advanced		Elementary	
Swahili	C1		
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Advanced			