



Abu Dhabi U.A.E

Mobile

+971- 522595206 / 0562210541

Email

nakimulishamim92@gmail.com

Personal Details:

Date of Birth : 24th Nov 1992
Gender : Female
Marital Status : Married
Nationality : Uganda
Visa Status : Employment Visa

Personal Skills:

- ◆ Team Leadership
- ◆ Friendly & Helpful
- ◆ Pro Active
- ◆ Well Mannered | Efficient
- ◆ Ability to Adopt Environment

Educational Qualification:

- **Certificate in Digital Marketing** - Time Training Centre Abu Dhabi
- **IATA Certificate Airport Ground Service Certificate** - Khawarizmi Training Institute Abu Dhabi
- **IATA Certificate Diploma in Travel and Tourism** - Syscoms Information Institute Dubai

Passport Details :

■ Passport No : B0966349
■ Date of Issue : 13th Aug 2012
■ Date of Expiry : 13th Aug 2022
■ Place of Issue : Uganda

Languages:

- ◆ English – Fluent
- ◆ Arabic – Basic

SHAMIM NAKIMULI

Objective:

Seeking a challenging position where my capabilities may be utilized, developed, and enhanced and to be a part of the company's growth and success with the contribution of my knowledge and skills

- Very Energetic result oriented and organized
- Efficient and well-behaved person
- Extremely hardworking self-motivated and able to work independently in a team environment under supervision

Skills:

- Exceptional interpersonal skills.
- Excellent written and verbal communication.
- Good time management and organizational skills.
- Conflict resolution experience.
- Patience and good listening skills.
- Excellent communication skills, Cross selling and Up selling skills,
- Search Engine Optimization [SEO], Social Media Marketing [SMM], Email Marketing, Google Analytics, Content writing, Facebook ads
- Creativity, Project Management, Time management, Results- driven,
- Ability to learn, Strategic Thinking, Relationship Building, Ms Office,
- Organized, Telephone handling skills, Customer Relationship management (CRM), Detail oriented, Efficient multi tasker.

Bab Al Qasr Hotel West Corniche Abu Dhabi

HOTEL GUEST SERVICE AGENT

: SEP 2017 TILL PRESENT

Responsibilities:

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Processing guest payments.
- Coordinating with bell service and staff management.
- Being a source of information to guests on various matters such as transport and restaurant advice.

Zayed Higher Organization for Special Needs Mafrq Abu Dhabi

OFFICE ASSISTANT /OFFICE GIRL

: NOV 2014 – JUNE 2017

Responsibilities:

- Welcoming and greeting patients once they arrive and escort them to which department they wish to go.
- Receiving and handling telephone calls, emails, and faxes within and outside the organization

The Acacia Mall Kampala Uganda

SALES ASSOCIATE

: JUNE 2011 – APRIL 2013

Responsibilities:

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Superior product knowledge.

Declaration:

I hereby certify that the above information is true and correct according to the best of my knowledge & experience. If selected I assure that I would perform to the best of my abilities, early awaiting a Positive response.

COVER LETTER

Dear Sir/Madam,

As a professional with history of success in hospitality and tourism toward excellence in overreaching company goals, I am excited to submit my application for the available Customers Service Agent position on your team. My comprehensive hands-on experience will make me an excellent addition to your organization. Throughout my entire career, I have been successful in solving problems, resolving conflict, and contributing to superior customer satisfaction.

In my current position as a Guest Service Agent at the Bab Al Qasr Hotel. I apply my strong interpersonal skills to enhance each guest's experience at the hotel. I thrive in a culture of positive customer service and enjoy engaging with guests and staff when things are at their busiest. Prior to this, I was a Hotel Guest Service Agent at both Africana Hotel Kampala (Ug) and Bab Al Qasr Hotel Abu Dhabi as a result of these experiences, I am confident and effective in a range of customer service scenarios. I also pursued a Diploma in Travel and Tourism. where my studies have continually reinforced my business acumen and proactive approach to hospitality service.

The attached resume outlines the skills and talent that I can leverage to advance to your Company's mission. (Courses which I have Studied are – (Digital Marketing, AirPort Customer Service.) I would welcome the opportunity to learn more about your team, and to discuss how I can address the unique challenges of the Hotel Guest Service Agent position to add value. And having experience in other Job Career etc.

Thank you for reviewing this letter and the accompanying material.

Sincerely,
Shamim Nakimuli