

MRS NABAGGAL A NULU

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PROFILE

Engaging and patient customer service professional with 4+ years of experience responding to all types of customer inquiries. Eager to join your reputable company to grow customer loyalty and maintain the highest level of customer service. In previous roles maintained customer retention rate 35% above company average and received 99% positive customer survey results

WORK EXPERIENCE

Waitress 2019 – present
LegoLand, Dubai, United Arab Emirates

- Greet and acknowledge guests and seat patrons by escorting them to assigned table, or communicate delays and offer additional services such as beverages to keep them occupied while waiting.
- Present menus, create personal dining experience, answer questions, and offer information on menu items, beverages, and specials.
- Accept and organise reservations, and prioritise reservations to accommodate customers.
- Prepare seating assignments prior to service and present plan to restaurant during pre-shift meeting
- Walk through dining room during service to ensure guest satisfaction and advise servers and bussing staff of specific service needs.
- Addressed guest requests or complaints, and escalated major complaints to manager

Cashier 01/2018 – 12/2018
Val-trans Transportation system & Services LLC,
Dubai, United Arab Emirates

- Providing customers a personalised, friendly and efficient cashiering service.
- Taking payments from customers via cash, cheques and credit cards.
- Responsible for the accurate and timely allocation of cash.
- In charge of daily cashbook management.
- Identifying potential sales leads and referring them to colleagues. .
- Helping to resolve customer complaints.
- Training new cashiers.
- Sorting, counting, and wrapping currency and coins.

Customer Service Agent
Concordia-DMCC, Dubai, United Arab Emirates

WORK EXPERIENCE

- Responsible for handling a wide range of incoming calls and face to face meetings with customers.
- Also in charge of resolving all interactions positively and to the customers complete satisfaction.
- Responding appropriately to customer questions and comments.
- Maintaining up to date paper and computer based files and administrative systems

Waitress

Salt Restaurant, Dubai, United Arab Emirates

- Delivering outstanding food and beverage service to customers.
- Taking orders from guests and offering advice on the menu.
- Giving guests an accurate bill then taking payment from them in cash or credit cards
- Escorting customers to their tables
- Removing dishes and glasses from tables, and taking them to kitchen for cleaning.
- Building a rapport and relationship with customer.

EDUCATION BACKGROUND

Certificate of high school education

Certificate in computer proficiency

SKILLS

Soft Skills

Language English
Clear Communication
Ability to Work under
pressure while composed



Hard Skills

Technical/Product
Knowledge
Understanding of
Customer Psychology
Microsoft Office



REFERENCES

Available Upon Request

HOBBIES



Exploring
distant lands



Getting lost in
a good book



Capturing
moments



Feeling the
music



Every kind of
sport