

**CONTACT**

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**Nationality :** Kenyan

**Location :** Doha, Qatar

**EDUCATION BACKGROUND**

* **Certificate of English Language**
* **Bachelor of Business Administration :** Mt. Kenya University
* **Obtained Germany Language Certificate Goethe Certificate**
* **Certificate in ComputerPackages** Jordan College of Technology

**LANGUAGES**

* Kiswahili ~ Native
  + English ~ Fluent

 Arabic ~ Intermediate

**REFERENCES**

* Upon Request

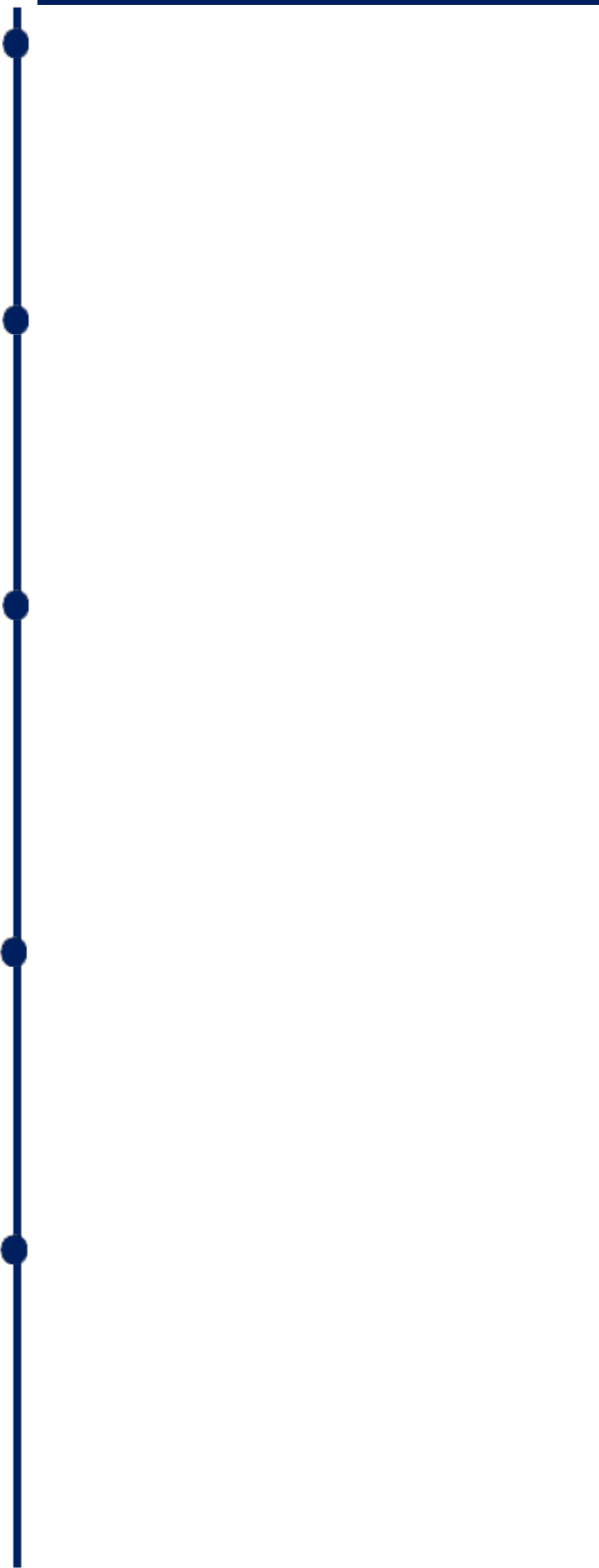
**BEATRICE WANGARI MUKUHA**

**SALES/CUSTOMER SERVICE AND WAITRESS**

 **PROFILE**

I’m a motivated professional with experience in sales, customer service and waitress. I’m looking for a challenging role where I can use my skills, work ethic and skills to help a company grow. I’m committed to providing great service, building strong relationships and exceeding goals as part of a team.

**WORK EXPERIENCE**



* **Max fashion Dubai mall, Dubai**

**Retail and Sales Associate Mar 2020 – Sept 2024**

* 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
* Maintaining an orderly appearance throughout the sales floor
* Introducing promotions and opportunities to customers
* Cross-selling products to increase purchase amounts
* **Fresh Fruits Company, Dubai**

**Juice Maker (Waitress)** **Sept 2018 – Jan 2019**

* Welcoming guests
* Providing excellent customer service to all visitors
* Assisting with orders by answering menu questions or making recommendations upon request
* Upselling additional products when appropriate
* Cleaning cutlery and dishes from tables
* Passing food orders promptly to kitchen staff
* **Kenya Airways**

**Customer service**  **June 2017 – March 2018**

* Check-in the passengers, verify the tickets and travel document such as Passport, Visa etc.
* Listen to customers' questions and concerns and provide answers or responses
* Take ownership of customer issues.
* Advising customers on flight options based on client needs and assisting them in calculating discounts when booking flights
* **Jahangir Air Conditioning, Doha-Qatar**

**Sales Sept 2015 – Jan 2017**

* Ability to speak clearly and confidently.
* Convincing the customer of the value of the product or service.
* In-depth understanding of the product or service you’re selling.
* Ability to build long-term relationships with clients
* **Kassmatt Ltd, Kenya**

**Sales Associate and merchandising** **Feb 2013 – Jan 2014**

* Customer engagement: Greeting customers warmly, establishing rapport, and actively listening to provide tailored assistance
* Product knowledge: Maintaining understanding of product features, benefits, and pricing; staying updated on new arrivals and promotions
* Inventory management: Conducting regular stock checks, restocking, and organizing merchandise for optimal visibility