

# NANCY MIANO

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## PERSONAL DETAILS

Date of Birth : 9<sup>th</sup> June 1992  
Nationality : Kenyan  
Passport No : AK0669506  
Marital Status : Single  
**Languages : English**

## BRIEF SUMMARY

I pursued a Degree in Tourism Management and Diploma in Front Office Operations and Customer Care. I have skills, knowledge, experience and good communication skills. I am computer literate with skills in data tabulation and analysis.

## KEY SKILLS/COMPETENCE

- Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making the proper adjustments or corrections.
- Excellent active listening skills and ability to give my complete attention to patrons during busy times.
- Demonstrated service orientation; always looking for opportunities to serve patrons and assist other employees.
- Effective at multiple point of sale software systems.
- Solid background in organizing other wait staff and hosts, coordinating my responsibilities to ensure a smooth flow of service

## ACADEMIC QUALIFICATIONS

Mount Kenya University	Tourism Management	2012 — 2015
Jogoo College	Front Office Operations & Customer Care	2010 - 2012

## ICT COMPETENCY

### German Institute

- ❖ Office Automation — MS Word, MS PowerPoint
- ❖ Data Bases — MS Access, Server Data Bases System with MYSQL
- ❖ Advanced Computer Skills — SPSS, E-Commerce, Internet Sampling

## WORK EXPERIENCE

### 2022 – 2024 Cashier and Sales CenterPoint Landmark Group Doha – Qatar

- Managing transactions for customers using cash register
- Scanning goods and Ensuring is accurate
- Collecting payment whether in cash or credit
- Issue receipt refund change or tickets
- Assist in the preparation of financial statements as needed.
- Ensure the safety and security of cash, at all times.
- Implement and maintain cash control and safeguarding procedures.
- Report any discrepancies or irregularities in cash handling.
- Ensure compliance with financial regulations and company policies related to cash handling.
- Assist in internal and external audits related to cash transactions.
- Ensure the secure and accurate counting, recording, and depositing of cash.
- Reconcile cash drawers and ensure adequate change funds are available.
- Prepare and deposit cash receipts in timely manner.
- Generate daily, weekly, and monthly reports related to cash transactions.

### 2020 – 2022 Cashier Freshqa Farms Doha – Qatar

- Managing transactions for customers using cash register
- Scanning goods and Ensuring is accurate
- Collecting payment whether in cash or credit
- Issue receipt refund change or tickets
- Track transaction on balance sheet and report any discrepancies
- Handle merchandise return and exchange

## INTERESTS

Reading, Socializing, Touring, Travelling, Exploring New Recipes

## EFEREES

1. Mr. Hassan  
Manager  
Freshqa Farms Traders  
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2. Mr. Mallinath Bhim (HR)  
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Landmark Group
3. Mr. Sandeep Nair (HR)  
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