



NAHASHON MBUGUA NJUGUNA

Date of Birth : 5th October, 1992
Nationality : Kenyan
Marital Status : Married
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Languages : English, French, Arabic, Swahili
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PERSONAL PROFILE

I am an enthusiastic team player who is committed to excellence in whatever task undertaken, industrious, reliable and highly adaptive to work requirement. I am a result oriented and delivering above expectations, highly innovative and well-grounded in strategic and structured thinking.

OBJECTIVES

- To deliver my duties/responsibilities to the fullest satisfaction of customers, superiors and subordinates through continuous contribution, dedication and learning.
- To pursue a career in which I will achieve the highest levels of productivity working as an individual or a group by utilizing the knowledge and skills I have gained through time and able to fully exploit my talents and potential.

CAREER

ACADEMIC QUALIFICATION

SONY DRIVING SCHOOL Attained
Driving License Class BCE (NOV 2010-
JAN 2012)

Kenya Certificate of Secondary
Education (2007- 2010)
Equator Boys High School

Kenya Certificate of Primary Education
(1995- 2006)
Marion Farm House Boarding Primary
School

REFEREES

Mr. Melwyn D'Souza Hr Manager
AL GHURAIR INTERNATIONAL
EXCHANGE+97142231315melwyn@algiex.ae

Mr. Nazmi Khan Assistant Hr
Manager AL GHURAIR
INTERNATIONAL
EXCHANGE+97142231315nazmi@algiex.ae

EXPERIENCE

POSITION: CUSTOMER SERVICE AGENT

11/2021 - Present

EMIRATES GROUP - dnata

- RESPONSIBILITIES AND DUTIES
 - ❖ Delivering top notch customer service to our valued passengers during check in, boarding and baggage handling.
 - ❖ Handling customers in a friendly and efficient manner by adhering to the set service standards and procedures.
 - ❖ Regular checkups on all equipments used at work location
 - ❖ Report any irregularity or service shortfall to the senior management on duty for the corrective action to be taken.
 - ❖ Provide high quality service experience to the customers
 - ❖ Ensuring that the customers receive the highest level of care and attention throughout the journey.

POSITION: REMITTANCE CLERK / SALES & MARKETING

08/2018 - 10/2021

AL GHURAIR INTERNATIONAL EXCHANGE

- RESPONSIBILITIES AND DUTIES
 - ❖ Execute different types of services and transactions including accepting payments
 - ❖ Filing documents
 - ❖ Issuing receipts to customers
 - ❖ Checking account balances
 - ❖ Verifying signatures
 - ❖ Transferring funds
 - ❖ Cashing checks

POSITION: FORECOURT CUSTOMER SERVICE AGENT.

09/2015 - 06/2018

EMIRATES NATIONAL OIL COMPANY

- RESPONSIBILITIES AND DUTIES
 - ❖ Housekeeping at the forecourt.
 - ❖ Maintaining and upholding Standard Operation Procedures as well as enhancing Health Safety and Environmental Quality standards as required by ENOC LLC.
 - ❖ Delivering top of the range customer service. Greet every customer with a smile and attend to all customer needs and inquiries in a pleasant manner.
 - ❖ Provide customer with products (fuel, oil,) and services (cleaning of windscreen, checking of water, oil, tyre pressure levels, and any other queries in a pleasant manner.
 - ❖ Fuel customer vehicles as requested.
 - ❖ Collect and account for payment for products sold to customers.
 - ❖ Present clean, neat and presentable appearance in uniform at all times while on duty.
 - ❖ Carrying out any other operational functions that may be assigned to you by the Station Supervisor/Manager and Management from time to time. Aim for the highest product sales to each customer

REFEREES

Mr. Hamadi Retail Field
Supervisor ENOC / EPPCO
+971556965996

Mr. Vishur EPPCO Site 33
Manager +971556770400

Mr. Mohammed Pulnwer ENOC /
EPPCO Training Manager Site
1050+971506740229

Mrs. Mercy Karika Customer
Service Supervisor Doha
Zoo+974724137654

EXPERIENCE

POSITION; SALES ASSOCIATE 05/2013 - 09/2015

APPAREL GROUP QATAR(ALDO SHOES)

- RESPONSIBILITIES AND DUTIES
 - ❖ Greeting customers with a warm welcoming smile
 - ❖ Assisting customers in selecting sportswear of their choice
 - ❖ Serving customers with sportswear of their sizes upon request
 - ❖ Ensuring customers Satisfaction
 - ❖ Transacting and packing Customers purchased items
 - ❖ Informing customers of any Store Sale and Promotions
 - ❖ Bidding Customer with a Smile
 - ❖ Stock taking from our store suppliers and Arranging Stock
 - ❖ Filing Delivery Invoices
 - ❖ Participating in Store Inventory

POSITION; MACHINE OPERATOR 02/2013 - 05/2013

DREAM PARK, DOHA ZOO

- RESPONSIBILITIES AND DUTIES
 - ❖ Greet and welcome customers.
 - ❖ Take their game tickets.
 - ❖ Assist their children to seat as per safety requirements.
 - ❖ Ensure they fasten their seat belts properly.
 - ❖ Start the machine and ride the children to their satisfaction.
 - ❖ Assist them out of the ride safely.
 - ❖ Bidding customers goodbye with a welcoming smile

POSITION: WAITER 10/2012 - 02/2013

QATAR NATIONAL CONVECTION CENTER (QNCC,COP18)

- RESPONSIBILITIES AND DUTIES
 - ❖ Greeting and welcoming Guests.
 - ❖ Setting of the tables as per conference requirements.
 - ❖ Taking guests order and serving their meals and drinks.
 - ❖ Offering tours of the hotel
 - ❖ Delivering messages and room service orders.
 - ❖ Running errands for guests.

POSITION: PASSENGER CUSTOMER SERVICE AGENT. 01/2012 - 10/2012

DUBAI INTERNATIONAL AIRPORT(TRANSGUARD GROUP, DNATA)

- RESPONSIBILITIES AND DUTIES
 - ❖ Assist elderly and disabled passengers throughout the airport.
 - ❖ Transport passenger utilizing a wheelchair safely to/from airplane
 - ❖ Carry passenger luggage.
 - ❖ Comply with all safety and security regulations. Assist elderly and disabled passengers throughout the airport.
 - ❖ Provide all passengers and airline representatives with excellent customer service.
 - ❖ Other duties as maybe assigned by supervisor/manager.