

DENNIS NYAMBATI MOKUA

CAREER OBJECTIVE

Motivated and dedicated professional seeking an opportunity to contribute my skills, knowledge, and positive attitude to a dynamic organization. Passionate about delivering excellent service, achieving targets, and growing both personally and professionally. Eager to take on new challenges, learn continuously, and add value to the company's success while building a long-term career.

WORK EXPERIENCE

Americana Company - Dubai Feb 2025 - Present Guest Expert at Krispy Kreme

- Greet guests warmly, take accurate orders, and ensure a welcoming customer experience.
- Prepare and serve Krispy Kreme products, including doughnuts, coffee, and beverages, according to company standards.
- Maintain cleanliness and organization of the counter, dining area, and workstations.
- Assist in stock replenishment and monitor product freshness to maintain quality standards.
- Address guest inquiries and complaints promptly while delivering excellent customer service.

Oppo - Kenya Jan 2024 - Jan 2025 Sales n Marketing

- Promote and sell OPPO smartphones and accessories by demonstrating features and benefits to customers.
- Achieve monthly and quarterly sales targets through effective customer engagement and product promotions.
- Conduct market research to identify customer needs, competitor activities, and emerging trends.
- Plan and execute in-store promotions, product launches, and marketing campaigns to boost brand visibility.
- Build and maintain strong relationships with retail partners, distributors, and customers to drive sales growth.

Lasnah Limited - Kenya Sept 2021 - Dec 2023 Customer Care Associate

- Handle inbound and outbound calls to assist customers with inquiries, orders, and service requests.
- Provide accurate information about products, services, and company policies.
- Resolve customer complaints and escalate unresolved issues to the appropriate department.
- Maintain detailed records of customer interactions and update the CRM system.
- Promote products and services while ensuring excellent customer experience.
- Collaborate with team members to achieve customer satisfaction and service quality targets.



CONTACTS

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PERSONAL DETAILS

- Date of birth : 30/12/1995
- Nationality : Kenya
- Gender : Male
- Visa status : Employment visa
- Language : English

EDUCATION

Diploma in Medical Records

SKILLS

- Guest Service Excellency
- Guest Relations Management
- Communication & Interpersonal Skills
- Problem-Solving & Complaint Handling
- Teamwork & Multi-tasking
- Customer Relationship Management
- Sales & Lead Generation
- Marketing Strategy & Promotion
- Communication & Negotiation
- Market Research & Analysis
- Customer Service
- Communication Skills
- Problem-Solving
- Call Handling & CRM Systems
- Patience & Empathy