

Hazel Anita

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Professional Summary

Dynamic and customer-focused individual with strong communication, interpersonal, and sales skills. Proven ability to engage clients, provide exceptional service, and build lasting relationships. Experienced in handling transactions, resolving customer issues, and creating a welcoming atmosphere. Eager to leverage my experience in sales and hospitality to drive business growth and client satisfaction.

Skills

- Customer Relationship Management
- Effective Communication & Active Listening
- Sales and Upselling Techniques
- Cash Handling & Payment Processing
- Conflict Resolution & Problem-Solving
- Hospitality and Guest Services
- Autism Awareness & Special Needs Support
- Time Management & Multitasking

Work Experience

Cleaner | Scrubbi – Burnaby, BC

April 2023 – October 2023

- Cleaned and sanitized key areas in line with strict protocols to ensure customer satisfaction.
- Maintained professional appearance of high-traffic areas, enhancing client experiences.
- Assisted in maintaining a high level of operational cleanliness for client safety.

Lead Hostess | Nzani Restaurant and Hotel – Uganda

December 2021 – December 2022

- Greeted and seated guests efficiently, ensuring a seamless dining experience.
- Supported the front-of-house team, ensuring customer satisfaction and prompt service delivery.
- Assisted servers by anticipating guest needs, contributing to smooth restaurant operations.

Cashier | Shop and Save Supermarket – Uganda

September 2020 – November 2021

- Processed transactions quickly and accurately, handling cash, checks, and cards.
- Built rapport with customers to encourage repeat business and upsell store promotions.
- Resolved customer inquiries and issues to ensure a positive shopping experience.

Psychology Intern | Marigolds Christian School – Uganda

August 2019 – August 2020

- Assisted with child psychology programs, focusing on special needs children.
- Led educational workshops and supported the psychologist in daily operations.

Education

- Alexander College – Burnaby, BC
Associate of Arts: Psychology (Expected June 2025)
- Vienna College – Uganda
Cambridge International General Certificate of Education: Advanced Level (June 2022)