**OBJECTIVE**

I Desire to join a Company that has vision for growth and advancements, so as to share and enhance my skills which I believe would be an asset to an organization that aims for progress. In the long term, I aim to reach my full potential and further my growth with your team that will factor in the firm’s advancement.

**EDUCATION**

* **2006 – 2007 Business Management And Administration Levels 1, 2 & Advance London – U.K (abe)-**Financial Accounting, Human Resource Management, Strategic Human Resource Management. Strategic Marketing Management, Marketing Policy, Planning and Communication. Principles of Business Law, Managerial Accounting.
* **2006 computer studies -**Introduction to Computers, Ms Word, Ms Excel, Ms Access, PowerPoint, Desktop Publishers, Internet, QuickBooks
* **2002 – 2005: COAST GIRLS’ HIGH SCHOOL Kenya-**Kenya Certificate of Secondary Education
* **2000 – 2001: Fort Jesus Academy– Kenya-** Kenya Certificate of Primary Education
* **1993 – 2000: prince English school– u.a.e-** primary school education
* **2014 :** **Chartered Insurance Institute**– CERTIFICATE IN INSURANCE

**PROFESSIONAL EXPERIENCE**

**Administrator**

**Alta MODA MERCHANDISE (Part time) – 2006**

**Responsibilities**:

* Attend to customers call and assist their needs.
* Book customers’ required materials.
* Follow up customers’ production status.
* Managing and Maintaining Budgets.
* Ordering and Maintaining equipment Supplies
* Receiving incoming Email and Answering out going Emails

**Achievements**

* Expert in Software Packages, E.g. Word, Excel and PowerPoint.
* Excellent communication skills - all types of correspondence.
* Sales coordination.

**Administrator**

**PENTAGON Security SERVICES – 2007**

**Responsibilities**

* Preparing Monthly Pay Roll for Approximately 200 Employees.
* Provide secretarial services like taking dictation, preparing letters and reports and other correspondence.
* Maintain contact data and maintain up-to-date information.
* Additional duties involve attending to telephone calls and travel arrangements.
* Sorting and distributing incoming posts and organising and sending outgoing posts.
* Prepared monthly closing entries for cash book.
* Preparing annual reports for VAT returns such as P&L and Balance Sheet.

**Achievements**

* I have been able to prepare Monthly Payroll, Prepare annual reports for VAT, Receive and screen incoming mails, Maintain contact data and maintain up-to-date information.

**Call Centre Agent**

**SAFARICOM – 2008**

**Responsibilities**

* Answer calls professionally
* Respond to customer inquiries
* Research required information using available resources
* Handle and resolve customer complaints
* Provide customers with product and service information
* Enter customer information
* Process orders, forms and applications
* Identify and escalate priority issues
* Route calls to appropriate resource
* Follow up customer calls where necessary
* Complete call logs.

**Achievements**

* Proficient in relevant computer applications
* Good keyboard skills
* Knowledge of sales principles and methods
* Knowledge of customer service principles and practices
* Knowledge of call center telephony and technology
* Sales experience.

**Sales Advisor**

**Ajman City Centre**

**AXIOM TELECOM – Aug 2009 -Feb 2011**

**Responsibilities**

* Greet customers and ascertain what each customer needs.
* Describe merchandise and explain use, operation and care to customers.
* Arrange and display merchandise to promote sales.
* **Preserving** customer service standards an **Achieving** set targets.
* Supporting Team Members and Representing the Company.
* Receiving incoming Email and Answering out going Emails from Top Management
* Customer services
* **Handling** client enquiries and **Maintaining** databases

**Achievements**

* I am able to operate the cash register, count money, and make deposits.
* I also have the ability to handle personal targets, demonstrate drive and initiate to attain them.
* I can handle customer complains in a very professional manner.
* I have excellent interpersonal skills, confident and enthusiastic

**Store in Charge, Aswaq Market Ajman**

**AXIOM TELECOM Feb 2011 - May -2012**

**Responsibilities**

* Handling correspondence
* Co-ordinating mail-shots and similar publicity tasks
* Staff Training. Ensure the Team is updated on the new launches and Train them on them.
* Stock control ,In charge of all incoming and outgoing stock ,Brand control
* In charge of Customer service for the Store
* In charge of Achieving Store target

**Achievements**

* Handled the Responsibility of a Whole New Showroom,
* Able to Handle Customers Complain and solve it as soon as Possible.
* Could Ensure the Store Reached its Monthly Target.
* Handled all the Legal Documents of the Store.

**Group Secretary**

**The Gulf Recruitment Group Jun 2012 - July 2012**

**Responsibilities**

* Devising and maintaining office systems
* using content management systems to Post and update Jobs into the Companies websites
* sorting and distributing incoming post and organizing and sending outgoing post
* Edit candidates C.v's refereed by consultants to make preferred details easy to point out.
* **Handling** client enquiries and **and Assist on Companies recruitment procedures.**
* Answering telephone calls and Maintaining diaries
* Arranging appointments and Taking messages
* typing and word processing & Filing
* Organising and servicing meetings (producing agendas and taking minutes)
* Managing databases
* Prioritising workloads

**Achievement**

* Interpersonal skills and Team working skills
* Organisational skills
* Negotiation skills
* Communication skills
* MS office Skills

**[Customer Service Representative (Call Center)](https://www.linkedin.com/search?search=&title=Customer+Service+Representative+%28Call+Center%29&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title" \o "Find others with this title)**

[**United Insurance Company Dubai**](https://www.linkedin.com/search?search=&company=United+Insurance+Company+Dubai&sortCriteria=R&keepFacets=true&trk=prof-exp-company-name) **December 2012 – Present**

**Responsibilities**

* Check to ensure that appropriate changes were made to resolve customers' problems.
* Compare disputed merchandise with original requisitions and information from invoice and prepare invoices for returned goods.
* Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
* Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel [accounts](http://www.insurancejobs.com/insurance-customer-service-representatives-job-description.htm), or to obtain details of complaints.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
* Determine charges for services requested, collect deposits or payments, and/or arrange for billing.
* Keep records of customer interactions and transaction recording details of inquiries, complaints, and comments, as well as actions taken.
* Obtain and examine all relevant information in order to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
* Order tests that could determine the causes of product malfunctions.
* Recommend improvements in products, packaging, shipping service, or billing methods and procedures in order to prevent future problems.
* Refer unresolved customer grievances to designated departments for further investigation.
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money and adjusting bills.
* Review claims adjustments with dealers, examining parts claimed to be defective and approving or disapproving dealers' claims.
* Review [insurance](http://www.insurancejobs.com/insurance-customer-service-representatives-job-description.htm)  policy terms in order to determine whether a particular loss is covered by insurance.
* Solicit sale of new or additional services or products

**Achievements:**

* Understanding Individual Differences of Customers
* Good Communication and Listening Skills
* Provide several solutions for business problems and obstacles
* Resolves customer complaints and problems, escalates issues to appropriate persons/teams whenever  
  needed.

**LANGUAGES**

**Fluent In:**

* Arabic : Excellent in Reading, Writing & Talking.
* English : Excellent in Reading, Writing & Talking.
* Swahili : Excellent in Reading, Writing & Talking.

**I.T & OTHER SKILLS & STRENGTHS**

* Microsoft Windows XP
* Microsoft Office XP - Word, Excel, Access & Power Point.
* Publishers 2003.
* Internet Explorer.
* QuickBooks.
* Premia 9
* **PERSONAL**
* Date of Birth : 19th MAY, 1985.
* Nationality : Kenyan.
* Religion : Muslim.
* Gender : Female.
* Maritial Status : Single.
* Visa Status : Parent’s Residence

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**Gulfjobseeker.com CV No: 1459422**