

Debra

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OBJECTIVE:

I would like to secure a job matching my skills and qualification, where I will be among dynamic intellectuals. My main objective will be effectiveness with efficiency and discipline, my sincere dedication will be there in my duties and I will present my best performance for the development of the organization.

| * Clear Communication Skills | * Good Interpersonal Skills | * Time Management Skills |
| --- | --- | --- |
| * Microsoft Office | * Training Professional | * Professional File Manager |
| * Leadership Skills | * Willingness to Learn | * Dynamic and Patient |

EXPERIENCE:

Cashier/Waitress, Wendy’s Restaurant Fast Food UAE, December 2015 to December 2017

* Maintained high standards of customer service during high-volume, fast-paced operations.
* Mastered point-of-service (POS) computer system for automated order taking.
* Handled currency and credit transactions quickly and accurately.
* Followed procedures for safe food preparation, assembly, and presentation.
* Assisted management with inventory control and stock ordering.
* Built loyal clientele through friendly interactions and consistent appreciation.
* Resolved complaints promptly and professionally.
* Cross-trained and coordinated scheduling with team members to ensure seamless service.

Sales Representative, Kenya Wines Agency Limited (KWAL), July 2014 till August 2015

* Processed sales advisors’ end-of-month commission sheets, before they got to the accounting payroll.
* Prepared various statistical reports on sales, stock, orders and management then forwarded the reports to the sales manager.
* Provided direct customer services by informing clients of products and services.
* Made cold calls to prospective clients and informed them about new products and deals.
* Conducted market research to identify trends and manage sales activities accordingly.
* Promoted new products to walk-in customers and record orders.
* Handled and resolve customer complaints.
* Explained products value and capabilities to customers.

Brand Ambassador, **Yellow Moon Agency** March 2012- May 2014

S**amsung Kenya.**

**.** Participated in the launching of **Samsung Note 4.**

**Parnod Ricard Company Kenya.**

**.** Covered the **Jameson Irish party, Chivas Rigal Whiskey and Absolute Vodka**

**Activations.**

**.** In all activations, build network with potential customers.

**.** Provided feedback regarding products to the marketing manager.

**.** Participated in events marketing.

**.** Generated brand awareness through word of mouth.

**.** Represented the brand positively and promoted it on social media.

**.** Conducted demonstrations.

EDUCATION:

* Certificate in Food and Beverage Service skills and Guest Relation – Harpers Hospitality, Training Program, Date 1st of January 2012 to 30th February 2012
* Kenya Certificate of Secondary Education – Wang’uru Girls High School, Date January 2008 to November 2011
* Certificate of Basic First AID Training St. John’s Ambulance Kenya