**CURRICULUM VITAE**

**PERSONAL INFORMATION**

**Date of birth:** 1991

**Nationality:** Kenyan

**Visa status:** Visit visa expires on 23rd November, 2015

**OBJECTIVE**

Seeking a suitable position in a competitive organization that will use my skills and abilities in its process of growth while giving me an opportunity to enhance my knowledge and career as well as where my existing skills in customer service can be utilized, ability to communicate and liaise effectively with client in a friendly and diplomatic manner can be put to good use and where by my hard work and the ability to acquire new skills will advantage any company I work for.

**PERSONAL ATTRIBUTE**

* Strong communication skills
* Ability to make sound judgment and quick right decisions.
* Organized
* Accountable
* Flexible to adapt to changing market conditions
* Accurate and attention to detail
* Computer literate

**WORK EXPERIENCE**

**Customer Care**

Menengai Refineries Oil: 2014 - 2015

**Duties and Responsibilities**

* Attracts potential customers by answering product and service questions
* Respond promptly to customer inquiries and act as a bridge between the organization and customer
* Handle and resolve customer complaints
* Obtain and evaluate all relevant information to handle product and service inquiries
* Process orders, forms, applications and requests
* Organize workflow to meet customer time frames
* Record details of inquiries, comments and complaints and action taken
* Communicate and coordinate with internal departments

**Industrial Attachment in supply chain department**

Embu County Government: May2014 - July 2014

**Duties and Responsibilities**

* Answering queries from public
* Receive quotations from all department and county ministries
* Float quotations to suppliers, receive quotations back, open and evaluate them
* Write local purchase order and service order for approval by finance
* Receives and inspects all incoming supplies to reconcile with local purchase order, delivery note
* Record all deliveries and issuance of inventory in Stock ledger card, Counter receipt voucher and counter issue voucher
* Post notices on the notice board regarding any tenders advertised
* Selling and Issue of tender book to interested parties
* Opening tender and analyze them

**Storekeeper/Sales Associate**

Gachanja Muhoro and Sons Limited: 2013 - 2014

**Duties and Responsibilities**

* Receives and inspects all incoming supplies to reconcile with purchase orders, delivery note/invoice
* Ship damaged supplies back to suppliers
* Resolves discrepancies in inventories regarding receipts, deliveries, and surplus stock
* Maintains warehouse, stock and employees security
* Arrange and maintaining presentable display of supplies on shelves
* Answer customer enquiries and receive purchase orders through phone calls
* Create awareness to customers about the new product in the market, promotions and discounts
* Sales Order Processing (SOP)/ Counter sales

**EDUCATION AND TRAINING**

Kenya Institute of Management: 2013 - 2014

Diploma in Purchasing and Supplies Management

Average grade point achieved:67 equivalents to upper credit

Kenya Institute of Management: 2010 - 2012

Diploma in Business Management

Average grade point achieved:60 equivalents to credit

Tebotech Training Institute: June 2010 - August 2010

Achieved: Certificate in Microsoft office

Gitaraka Girls Secondary School: 2006 - 2009

Kenya Certificate of Secondary Education

Average grade point achieved:41 equivalents toC (Plain)



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