**OBJECTIVES**

To achieve a position where I can make the most of my organizational, interpersonal skills and knowledge which will contribute my years of experience, that will allow me to grow personally and professionally. Finally, in all previous positions I have held, I have approached them as opportunities for career advancement and discovery. I will bring the same entrepreneurial spirit and value added vision to your office.

**SKILLS**

* Highly motivated, confident, organized, detail oriented, patient and disciplined. Ability to work with speed and accuracy.
* Possess a high level of interpersonal skills, strong work ethic and collaboration skills and organizational change skills. Customer focus and strong ability to engage and communicate.
* Easily adopt to work multi tasking in a fast-paced office environment.
* Excellent verbal and written communication
* Proficient to operate Windows package such as Microsoft Word/ Excel/ Power point/Outlook/Adobe page maker/Corel draw

**EDUCATION**

TERTIARY : Computer Secretarial

Year 2004-2005

STEPH JOY COLLEGE- Uthiru, Kenya

CERTIFICATE : Computer Professional

Year 2003-2004 To achieve a position where I can make the most of my organizational, interpersonal skills and knowledge which will contribute my years of experience, that will allow me to grow personally and professionally. Finally, in all previous positions I have held, I have approached them as opportunities for career advancement and discovery. I will bring the same entrepreneurial spirit and value added vision to your office.

College Nairobi- Nairobi, Kenya

**PROFESSIONAL EXPERIENCE:**

**WELLS FARGO COURIER 2012-2015**

**NAIROBI, KENYA**

**CUSTOMER CARE EXECUTIVE**

* Switch board operation.
* Responsible in receiving and preparation of bookings for clients.
* Phone follow-up payments from clients.
* Attending enquiries from the clients and providing them accurate solutions.
* Handling incoming and outgoing mails.
* Making telesales calls.
* Getting lead business sales

**WELLS FARGO COURIER 2009-2011**

**KENYA**

**SECRETARY/RECEPTIONIST**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.

**TASSIA HILL HIGH SCHOOL 2008-2009**

**KENYA**

**RECEPTIONIST CUM SECRETARY**

* Coordinate with various staff for operational support activities of the team; serve as a liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.
* Operate desktop computer to compose and edit correspondence and memoranda from dictation, verbal direction and from knowledge of policies of established departments/divisions.
* Arrange appointments, schedule meetings, receive visitors, screen phone calls, and respond to requests for information.
* Monitor and screen all incoming communication, prioritize according to importance and bring relevant communication to his/her notice for action.
* Maintain and update files and retrieve relevant information as and when required.
* Maintain database, visiting cards, address, telephone numbers etc.
* General administrative support to all departments.

**WHITESTONE INVESTMENT LTD. 2007-2008**

**RECEPTIONIST CUM SECRETARY**

**KENYA TECHNICAL TEACHERS COLLEGE 2006-2007**

**INDUSTRIAL ATTACHMENT**



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