**CAREER OBJECTIVE**

To support the growth and profitability of customer service industry in line with the expanding my horizons by putting to use every skill I have to better the organization and myself to leverage the organization’s competitiveness.

**WORK EXPERIENCE**

June 2014- To date: **Front desk Executive/ Customer service Ocean View Real Estate. Dubai, UAE**

Duties:

* Answer all incoming calls and handle caller’s inquiries whenever possible
* Recording all the incoming calls for sales/rentals clients in the log sheet or CRM
* Answer questions about organization and provides callers with address, directions and other information
* Following up with clients to make sure they have being assisted.
* Arranging gifts for our clients and thank you notes.
* Maintain fax machines, assists users, send faxes and retrieves and routes incoming faxes
* Greet, assist and/or direct visitors to the appropriate person
* Maintain the general filling system and file all correspondence
* Maintain an adequate inventory of office supplies
* Coordinate office errands with the drivers and keeping a log of it
* Coordinate the repair and maintenance of office equipment’s
* In charge of sending company couriers and keeping a log of it
* Provide secretarial/administrative support whenever required to management staff
* Working on CRM (customer relationship management), listing properties for sale & rentals
* Recording all leads generated by the company in the CRM (sales & rentals) and directing them to the respective agents.

Nov 2012 – June 2014: **Receptionist/Secretary. Dubai,**

**Duties:**

* Welcoming the visitors and directing them the concerned persons
* Answering the incoming calls
* Confirm with customers by telephone or in person in order to provide information about products and services, and take details of complaints.
* Keep records of customer’s interactions & transactions made.
* Check to ensure that appropriate changes were made to resolve customer’s problems
* maintaining diaries
* Arranging appointments
* Typing and word processing
* Organizing and servicing meetings (producing agendas and taking minutes)
* Managing databases
* Recruiting, training and supervising junior staff.

**Jan 2010 –Jan 2012: Sales assistant Janiz Mercantile retail, Nairobi, Kenya**

* Listening to customer requirements and presenting appropriately to make a sale;
* Maintaining and developing relationships with existing customers in person and via telephone calls and emails;
* Cold calling to arrange meetings with potential customers to prospect for new business;
* Responding to incoming email and phone enquiries;
* Acting as a contact between a company and its existing and potential markets;
* Negotiating the terms of an agreement and closing sales;
* Gathering market and customer information;
* Representing their company at trade exhibitions, events and demonstrations;
* Negotiating on price, costs, delivery and specifications with buyers and managers;
* Challenging any objections with a view to getting the customer to buy;
* Advising on forthcoming product developments and discussing special promotions;
* Creating detailed proposal documents, often as part of a formal bidding process which is largely dictated by the prospective customer;

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| **EDUCATIONALBACKGROUND**  **June 2011-Sept 2011:** Kenya Institute of Professional Studies  Certificate in Computer Applications  **Jun 2009- Mar2011**: ZetechCollege  Diploma in Journalism &Media studies  **Jan 2005- Nov2008:** Masinga Girls SecondarySchool  Kenya Certificate of Secondary Education  **Additional skills**   * Confidence * Organizing skills * Adaptability * Creativity * Communication skills * Ability to work and perform in High pressure and fast paced environment   **Languages**  • Swahili. (Read,Write,Speak)  • English. (Read,Write,Speak)  **Hobbies**   * Socializing * Travelling * Reading novels |
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