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**Nationality**: Kenyan

**Marital status**: Single

**Language**: Excellent English and Swahili

**APPLICATION FOR THE POSITION OF CUSTOMER SERVICE**

OBJECTIVES:

A challenging career that will bring out the best in me to the development and Utilization of my acquired skills and serving my employer as expected.

ACADEMIC QUALIFICATION:

* Professional: Bugema University(Bachelor of business administration-MIS)
* Certificate of Secondary Education.
* Certificate in Computer Packages.
* Certificate in English.

TECHNICAL PROFICIENCY / SKILLS:

* Proficient in MS Office, Internet & Email.
* Microsoft Word, MS Excel, internet.

PERSONAL SKILLS:

-Effective interpersonal and communication skills with customers.

-Ability to manage stressful and unusual situations while good

Customer’s relations.

-Well organized and self-motivated.

-Hard working and customer oriented.

MANAGERIAL SKILLS:

Ability to manage sales in a multi-national environment and ensuring, Sales team are working effectively and maximizing opportunities.

WORK EXPERIENCE

**MOVENPICK HOTEL AND APARTMENT 2015-to date**

Working in the front office at the concierge desk as a bell attendant

**DIRECT SALES REP: 2013 – 2015**

**SMEP MICRO FINANCE BANK (KENYA)**

-Merchandising new product and promote slow moving products.

-Keeping records and making orders.

-Size wise arrangement and tagging up products.

-Offering sales demonstrations to customers and general customer service procedure.

-Working with the team to achieve targets.

-updating all the daily transactions and sending the updates using T10.

**SYNOVATE KENYA LIMITED**

**KENYA2008-2012**

CUSTOMER SERVICE:

ROLES:

-Receive enquires /tenders and respond within acceptable time limit by utilizing inquiry capture tool

-Handle complains from clients.

-Assist in account department.

-Ensures department’s sales procedures are adhered to and copies of all quotations are safely maintained with related supporting documents.

-Operate as a cashier and consistently accurate in money handling.

-Offering advice to client on the products that are the best suited for the result the want and recommending with regard to their budget.

HOBBIES:

Basketball.

Travelling.

Reading and dancing.