**First Name of Application CV No:** **1653102**

Whatsapp Mobile: +971504753686



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| **Bio Data** | **Gender:** Female  **Marital Status:** Single  **Date of Birth:** 24th of November1982  **Nationality:** Kenyan |
| **Career Objective**  **Strengths** | To seek a responsible career and position where I can utilize my experience in customer service as while making a significant contribution to the success of my employer  ● Comprehensive Customer Service ● Motivated and Presentable Personality  ● Innovative Market Ideas/Promotions ● Tact to deal with Multicultural Customers  ● Customer Relation Management Skill ● Familiar with Administrative Related Works |

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| **Education** | |  |  | | --- | --- | | **2004 - 2005** | **Certificate in Cabin Crew** | | **Unity College of Professional Studies** |  |  |  | | --- | --- | | **1999 - 2003** | **Kenya Certificate of Secondary Education** | | **Sacred Heart Girls High School** |  |  |  | | --- | --- | | **1989 - 1998** | **Kenya Certificate of Primary Education** | | **Rugongo Primary School** | |

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| **Skills** | * **Relationship Management**: I am a proven relationship builder with excellent interpersonal skills and I am able to nurture and retain strong relationships with existing and new customers. * **Customer Service Skills**: I am able to meet both internal and external customer’s needs and expectations consistently by providing world class customer experience. * **Decision Making and Problem Solving Skills**: I am able to make timely, well considered and logical decisions on problem situations that may arise so as to find appropriate and workable solutions. * **Communication Skills**: Excellent communicator who effectively conveys information both verbally and in writing. I am also a keen listener and gives prompt feedback. * **Planning and Organizing**: Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner. * **Flexibility and Adaptability**: I am a flexible team player who thrives in environments that require ability to effectively prioritize and juggle multiple concurrent tasks. I am also very positive, resilient and open to new ideas. * **Analytical Skills**: Recognizes areas of weaknesses requiring improvements and makes recommendations to the management for consideration, approval and implementation. * **Computer Skills:** Proficient in MS Windows, MS Word, MS Excel, MS Access, MS Power Point. |
| **Work Experience** | |  |  | | --- | --- | | **Dec 2010 – Jan 2015** | **Beside General Trading, U.A.E** | | **Position:** Store Supervisor  **Responsibilities:**   * To achieve the business objectives and implementing activities and strategic projects, keeping in constant connection with corporate functions * Support the store manager for the staff training with the support of local HR by Coaching, Training, and development of motivation, sense of belonging, and business involvement. * Demonstrates sales leadership by playing an active role on the sales floor to achieve the goal * Keeping store employees up to date about visual issues, and ensuring that best sellers products are displayed, through a close cooperation with the VM-Team. * Ensures an adequate integration and optimization between front and back-office, ensuring appropriate store resources coverage, and supervising logistics and stock management.  Ensures maintenance of inventory accuracy, in line with corporate policies and procedures | |  |  | | --- | | **May 11, 2008 – Nov 2010 Beside General Trading, U.A.E** | | **Position:** Sale Advisor  **Responsibilities:**   * Maintaining and providing comprehensive product information to customers. * Understanding and demonstrating customer care and high levels of customer service * Displaying good listening skills to identify customer needs * Confidently making and closing sales * Looking for link selling opportunities which will increase basket spend * Understanding the importance of best selling lines and feature hotspots | | |

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| **Additional Information** | |  | | --- | |  | | **Trainings**   * Customer service * Telephone skills * Basic First Aid course * Basic swimming | |  | |
| **Languages** | English (Reading, Writing and Spoken – Fluent)  Swahili (Reading writing and Spoken- Fluent) |