**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** |

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| **2004 - 2005**  | **Certificate in Cabin Crew** |
| **Unity College of Professional Studies** |

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| **1999 - 2003**  | **Kenya Certificate of Secondary Education** |
| **Sacred Heart Girls High School** |

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| **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.
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| **Work Experience** |

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| **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
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| **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** |

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