|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| OBJECTIVES To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people. SKILLSWORK  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | CUSTOMER CARE |  |  |  |  |  | | COMPUTER SKILLS |  |  |  |  |  | | LEADERSHIP |  |  |  |  |  | | PHONE OPERAFITION |  |  |  |  |  | | FILLING |  |  |  |  |  |  PERSONAL  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | COMMUNICATION |  |  |  |  |  | | ORGANIZATION |  |  |  |  |  | | TEAM PLAYER |  |  |  |  |  | | CREATIVITY |  |  |  |  |  | | SOCIAL |  |  |  |  |  | | EXPERIENCE (2014 –2016 ) RECEPTIONIST /SALES/ CUSTOMER CAREGADGET BOY PHONES AND ACCESSORIES LLC  * Welcoming customers to the shop. * Assisting customers with information of the products they want to buy. * Manning the reception and answering incoming calls. * Preparing end of the day Accounts. * Tele sales and online marketing of our products to meet set targets. * Using a variety of software packages, including Microsoft Word, Outlook, PowerPoint and Excel to maintain records, spreadsheets and databases. * Provide general administrative & Clerical support * Operating a range of office machines such as photocopiers/printers, computers and faxes. * Maintaining order and neatness of the Reception Area.   (2012 –2014 ) RECEPTIONIST/ CUSTOMER CAREEAIRWAYS MEDICAL CENTRE  * Greet visitors/guests/Patients professionally, determining the nature and purpose of visit. * Manning the switchboard, answering all incoming calls and responding to the any inquiries made. * Scheduling of appointments for patients through the phone and also at the Counter with the available Doctors. * Answer incoming telephone calls, determine purpose of callers, and forwards calls to appropriate personnel and departments * Assist patients with any requirements or inquiries. * Maintains the office supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies and verifying receipt of supplies * Using a variety of software packages, including Microsoft Word, Outlook, PowerPoint, and Excel to produce correspondence, documents, records, spreadsheets and databases. * Fax, Scan, Photocopy and filling of documents as required * Maintaining order and neatness of the Reception Area.   (2010 – 2012) RECEPTIONISTAIRPORT (BUSINESS LOUNGE SPA)  * Assisting Guests around the SPA and Lounge, guiding them to various facilities provided in the SPA and the Lounge. * Booking of Massage appointments for the First Class and Business class clients in the Lounge. * Introducing SPA Services and products to the Guests in the Lounge. * Assist Guests with safe storage of their Luggage while using the SPA facilities. Keep records of the SPA Linen and ensuring they are available to the guests whenever required. * Maintaining cleanness and Safety in the SPA at all times. Ensuring the Guests using the SPA get to their Boarding gates on time.   (2009 – 2010) RECEPTIONIST / SPA ATTENDANTHALTH CLUB & SPA  * Welcoming guests to the SPA. * Answering all internal calls from the SPA reception. * Introducing new SPA products to the guests. * Serving guests with refreshments and a fruit while in the SPA. * Ensuring Safety and comfort of the guest at all times. * Ensuring the Sauna, Jacuzzi and the steaming room are all working in order. * Reporting of any maintenance work needed to the concerned department. * Daily stock taking and recording of all the Linen. * Preparing of all the Treatments rooms and assisting the therapist if required. * Maintaining high level of cleanness of all the Facilities in the SPA.  EDUCATION (2003 – 2005) DIPLOMA BUSINESS STUDIES AND ADMINISTRATIONDIMA BUSINESS COLLEGE - KENYA (2002 - 2003) CERTIFICATE COMPUTER PARKAGESDOLBET MULTIMEDIA CENTRE (1998 - 2001)   CERTIFICATE OF SECONDARY EDUCATIONKIJABE GIRLS HIGH SCHOOL - KENYAAWARDS CERTIFICATE IN INFECTION CONTROL - 2013 |
|  |  |

**First Name of Application CV No:** **1704852**

Whatsapp Mobile: +971504753686

