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|  OBJECTIVESTo 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 ATTENDANT HALTH 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 - KENYAAWARDSCERTIFICATE IN INFECTION CONTROL - 2013 |
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