MUNIRA

The Human Resource,

Dear Sir/Madam,

RE: **APPLICATION FOR EMPLOYMENT.**

I wi sh to apply for employment in your organization , I am a Kenya Institute of purchasing & supplies Management (KISM) Diploma student in purchasing and supply with a certificate level in Business Administration and Office management, purchasing and supply, Principle in accounting, sales & marketing, law and Management.

My rigorous academic training at the college, work experience while at Universal cabs Limited, Absolute adventure safaris & seventh generation ltd ,as Customer care agent, Dispatch operator, Administrator, fleet Manager and sales & marketing executive. Make me an asset worth your consi deration. I am well conversant with IT and database management tools like Ms Word, Excel, Outlook and Access. Being a hardworking, autonomous, self-driven team player, I will gladly bring along a wealth of knowledge that will definitely add value to your organization. Please see my attached curriculum vitae for more details.

I would welcome the opportunity for an interview on how I can make a contribution to your company at your convenience. I will be available immediately should you wish to contact me.

Thank you for your consideration.

**CURRICULUM VITAE**

**MUNIRA**

**Gender: Female.**  **Age: 23. Nationality: Kenyan**

**Marital Status: Single**

A Kenya institute of Supplies Management (KISM) Diploma student in Purchasing and Supply well equipped with strong marketing, communication and purchasing skills coupled with a practical understanding of Management and Accounting Principles. Currently seeking to develop a long term career in Purchasing and Supply, customer care, Tele sales executive and venture into other related fields and humanitarian causes.

**SKILLS PROFILE**

***Computing***

* Word processing –Able to produce reports and correspondence to professional standards using Microsoft Word for windows.
* Spreadsheets –Able to use Microsoft Excel and Access to maintain client database.
* Power point – prepared presentations for the administration department when required.
* Outlook – Ability to respond and compose emails using the same.

***Accounting***

* Practical understanding of typical financial systems like purchasing, inventory control, petty cash, posting of journal entries.
* Basic accounting.

***Communication***

* Can speak fluently in English and Swahili.
* Strong presentation and public speaking skills gained through participation in seminars, debating, sales and marketing and customer attendant in the organization I worked with.
* Tele Sales, sales and marketing skills acquired from the organization I worked with were I communicated with clients via telephone to resolve and clarify business activities and operations, received and attended to visitors at the reception desk.

***Teamwork***

* Co-coordinating and organizing events required tact, assertiveness and exemplary interpersonal skills gained from experience as a Shift Manager.
* Communicated on behalf of the organization in acquisition of tenders and new potential clients.
* Visited customers with my marketing team to assure smooth running of operation and satisfactory service delivery with our company.

***Contract Management***

* Created and updated new and old contracts existing with our new and old clients.
* Managing contracts ensuring that service delivery was according to the clients standards
* Attending negotiation meeting with new potential clients.
* Upholding business relationship with our current and loyal customers.

**ACADEMIC BACKGROUND**

2014 - Present: Kenya Institute of Supplies Management (KISM)

Diploma course in procurement (CIPS)

2012-2013: Kenya Institute of Management (KIM)

Certificate Course in Management

2010-2011: Arya Girls School.

(KCSE)

1999-2006: Park Road Primary School

(KCPE)

**WORK EXPERIENCE.**

7th January 2013 to 26th November 2014: **Universal Cabs Limited.**

* **Shift Manager**: main duties entail fleet management throughout the shift supervision of work during night shift to ensure smooth running of service offered to clients. Submission of shift reports, appraisals to drivers on the shift and smooth performance throughout the night.
* Worked as a **Customer Care attendant** and **Radio room handler**. Main duties entail: Handling Problems, inquiries, complains in accordance with the company’s guidelines and policies. Answering telephone calls and making the appropriate transfers regarding cab services, calling back complaining customers to clarify bookings and maintain a standard relationship.
* Worked as **Tele-** **sales and marketing Executive**. My main duties entail: Visiting and contacting old and new clients of the company to ensure that our services are satisfactory to them, finding new/potential customers for the company, attending presentations to market our services to the company, training of customer care employees. Making tenders and responding to quotations, Contract Management, Negotiation meetings attendance, Communicating to client via phone call to clarify and respond to complaints, improvements and future business ventures.

17th January 2015 to 28th May 2015: **Seventh Generation Ltd**.

* Worked as an **Administrator/Sales & marketing executive**: my duties entail supervision of day to day running of the organization, Acquisition of clients for the company, contract management, Handling quotations incoming and outgoing, preparing of client and employee contracts. Handling incoming bookings of the organization.

1st June 2015 to 20th February 2016: **ABSOLUTE ADVENTURE SAFARIS.**

* Working as a **call center agent** and a **dispatch operator**. Main duties entail; picking calls, dispatching vehicles to clients, booking clients for airport transfers, handling complaints and immerging issues that impact on the service delivery.
* Working as an **Office/Admin assistant & Receptionist**. Main duties entail; Generating clients invoices and ensuring on time delivery of them, Supervision of general cleanliness In the office, Collection of client feedback, ensuring on time payment of all invoices, Banking & keying in.

**SOCIAL SKILLS**

* A member of the Journalism Club,
* Chairlady of debating club.
* Captain of Table tennis and Netball team.
* Volunteer of the agriculture club.
* Head Girl in Park Road Primary.
* Deputy head Girl in Arya High.
* Public Speaking and project presentations.
* Member of Drama Club.

**HOBBIES**

I play table tennis as a pass-time activity; enjoy traveling, keeping journals, singing and reading comic novels and fashion magazine.

**Job Seeker First Name / CV No: 1713408**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

