**CAROLINE**

**EMAIL:** caroline.304861@2freemail.com

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**PERSONAL INFORMATION**

Date of Birth : 1991

Nationality : Kenyan

Marital Status : Single

Religion : Christian

Language : English and Swahili

**CAREER OBJECTIVE**

* To solve customers problems in an effective and creative manner in a challenging organization.
* To enhance good inter-relations skills and social cohesion in any environment that I am given a chance to exploit my abilities and skills.

**EDUCATION BACKGROUND**

**2001-2003 : Kenyatta University**

 **Bachelor of Science in Tourism Management**

 **(Second class upper division)**

**2008-2011 : Mwaani Girls High School**

 Kenya Certificate of Secondary Education (B-)

**1988-1995 : A.I.C Makutano Boarding Primary School**

 Kenya Certificate of Primary Education (B)

**PROFESSIONAL EXPERIENCE**

**May to August 2016: Bencia Africa Adventure & Safaris**

**RESPONSIBILITIES**

* Meeting and welcoming clients.
* Front Office duties.
* Handle and solve customers’ complaints.
* Maintain customer database
* Communicate and coordinate with internal departments

**November 2016 to date: Generics Africa Ltd**

**RESPONSIBILITIES**

* Handling incoming mails, emails and outgoing messages.
* Filing and record keeping
* Receiving, answering and routing calls
* Coordinating and preparing for meetings
* Collect and distribute parcels.

**RELATED SKILLS**

* **COMPUTER SKILLS**: Proficient in using Microsoft word, excel, accese, PowerPoint.
* **LANGUAGE SKILLS**: Fluent in spoken and written English and Kiswahili.

**PERSONAL STRENGTHS**

* I am a resourceful, hardworking, energetic, honest, team player and trustworthy person, who is always trying hard to accomplish the task no matter how hard it is. I am focused and goal oriented. I work with minimal supervision

**SPECIAL INTERESTS**

* Listening to Music
* Travelling
* Socializing
* Reading