Caroline

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PROFILE

A mature and confident person with years of experience in sales and marketing, administrative and clerical functions, customer care, security processes and research. I am open minded, receptive and innovative with an enquiring mind. I have a llexible and positive approach to employment and I am willing to train to suit my next working environment.

WORK EXPERIENCE

February 2015-May 2017: iransgiiard Group LLC, United Arab Emirates - Security Guard. Deployment:

April 2016-May 2017: Umm Al Emarat Park. Abu Dhabi

Key Responsibilities

* Serve as a general security presence and visible deterrent to crime and client rule infractions.

° Detect and report suspicious activities, watch for criminal acts or potential threats to employees,

customers and property.

* Customer care officer.

May 2015-March 2016: Abu Dhabi Investment Council, Abu Dhabi

Key Responsibilities

* Perform front desk reception for stall'and visitors.

« Security Processes.

* Telephone handling and direct inquiries.

« Providing formal reporting for all incidents, accidents and medical emergencies.

June 2012-December 2013: Across Africa Consultants, Nairobi- Office Administrator and Research team leader

Key Responsibilities

* Develop the project plan
* Manage and communicate with project stakeholders
* Manage the project team and project committees
* Manage the project risk and conflicts
* Manage the project budget and schedule
* Manage quality
* Writing the reports

February 2008- April 2012: Consolidated Bank of Kenya Limited, Koinange Street Branch, Nairobi- Direct Sales Representative

Key Responsibilities

* Sourced for new business opportunities and managed customer relationships and accounts
* Marketed and cross sold Consolidated Bank's products and services.

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* Opened accounts for new customers ensuring compliance with KYC requirements
* Analyzed loan request and assisted in loan applications, processing and follow up.

October 2005- January 2008: Center for Independent Research, Nairobi- Research Assistant

Key Responsibilities

* Carried out qualitative research- information gathering mainly through interviews and data analysis.
* Prepared qualitative reports in readiness for review by stakeholders.
* Drafted notes during focus group sessions and transcribed recorded data

March 2001 to August 2002: Top Image Promotions, Nairobi- Sales Representative

Key Responsibilities

* Sales and marketing of new and existing products to boost sales
* Followed up on customers to ensure customer satisfaction and repeat business
* Compiling daily sales and writing reports
* Prospected on emerging business opportunities and strulegized on how best to capture them

**EDUCATION & SUPPLIMENTARY COURSES**

* April 2015: Basic Security Guard Training Course. National Security Institute. IJAE
* ' January 2010:Certitlcate in Selling of Financial Services. Kill Trainin'g Ltd. Nairobi
* December 20l0:Certiflcae in Financial Planning Processes. Rcgnum Financial Planners, Nairobi
* June 2005: Certificate in MS Office Suite. Wisemen Trainers & Consultants, Nairobi
* November 2000: Kenya Certificate of Secondary Education (KCSK), Sacred Heart Kyeni Girl's High School, Embu

KEY COMPETENCIES AND PERSONAL ATTRIBUTES

* Security processes
* Skilled in campaign development and implementation of all marketing initiatives for new product launch.
* Amicable in nature and good at greeting guests.
* In-depth know ledge about customer service procedures.
* Competence in computer usage, w ith hands on experience in use of MS office.
* Strong ora! and written communication with good reporting and writing skills.
* Good inter personal relation skills, team player and keenness on details.
* Ability to mobilize stakeholders to enhance networking and partnership building.
* Self-motivated, disciplined and efficient and highly organized team player that can easily adapt to dynamic work environment and adheres to strong work ethics with good interpersonal relationships.
* Ability to work with minimal supervision, prioritize work and meet deadlines.
* Above all. willingness and ability to learn new things and to broaden my qualifications and experience as much as possible and to become multi-disciplinary in my abilities.

**INTERESTS**

Reading, Traveling, cooking, volunteer work, listening to music, watching documentaries, swimming