**CURRICULUM VITAE**

**PERSONAL DETAILS**

NAME : JAMES

DATE OF BIRTH : 05 AUG 1992

NATIONALITY : KENYAN

ADDRESS : DUBAI

EMAIL ADDRESS : JAMES.331704@2freemail.com

LANGUAGE : ENGLISH, SWAHILI (fluent speak, Read &Write)

VISA TYPE : VISIT

**CAREER OBJECTIVE:**

* Seek to work in an environment that will challenge me further, while allowing me to contribute to the continued growth and success of the organization. Look forward to working with a company that promotes quality products and services and provides me with the opportunity to meet and exceed customer service goals with multicultural and team work environment.

**PERSONAL VALUES:**

* I am hardworking, ambitious, keep smiling, can work under pressure and like teamwork.

**WORK EXPERIENCE:**

**Feb 2015 -to date: SWISSPORT CARGO SERVICES-Kenya**

***Position :*****Cargo Supervisor**

* Clearing cargo documents, maintaining and updating information.
* Monitoring market trends and compiling cargo related reports.
* Monitoring, inspecting and validating of goods or parcels at the point of delivery and acceptance
* Processing all associated documentation related to the shipment of cargo courier or mail.
* Monitoring and ensuring joining loads of cargo and mail are properlyhandled by the ground staff.
* Ensuring all shipments comply with International Maritime Dangerous Goods Code.
* Dealing efficiently with customers and ensuring all range of queries are efficiently dealt with.
* Managing team, individual performance while demonstrating empathy & understanding.
* Sharing knowledge and guiding colleagues to act in a cooperative manner and as a team

**Jan2014-Feb2015: VINTAGE WAREHOUSE AGENCIES**

 ***Position* : Custom Clerk**

* Clearing of cargo
* Clearing of documents
* Calculating and collecting tax
* Consolidating cargo
* Delivering cargo
* Packaging
* Labeling of products

**Mar2013 up to Jan2014: HOMEMATT SUPERMARKET-KENYA**

**Position –Customer Care**

* Dealing with customers direct for any special enquiry and giving feedback
* Listening or dealing with customer queries and complains
* Giving guidelines to the junior shop attendants.
* Liaising with the sales department for any stock required or shop arrangement.
* Giving or writing report to the manager.

**Jan2012 to Mar2013 NAKUMATT SUPERMARKET-KENYA**

 ***Position* : Shop Attendant**

* Attending customers for any enquiries
* Directing customers where to collect goods or items they require.
* Observing the behavior and listening to the needs of customers to help them out.

**PROFESSIONAL EDUCATION**

**SEP2013-NOV2016 : BEAM INTERNATIONAL TRAINING CENTRE**

 ***-Maritime economics***

* Sea transport
* International trade
* Marketing
* Shipping finance
* Cargo specialization

**JUL2015-NOV2016 : BEAM INTERNATIONAL TRAINING CENTRE**

 **-*Clearing and forwarding***

* Freight clearing
* Custom procedure
* Custom Tariff
* Port operations
* Shipping economics
* Shipping practice
* Marine insurance
* ICT theory
* Front office
* Communication skills

**Jan2012-Nov2013 :** **EXCEL MARKETING AND TRAINING INSTITUTE**

- ***Sales and marketing course***

* Basic selling and marketing skills
* Customer care
* Field work presentations
* products presentation
* Advertising & merchandising
* after sales services

**Aug2012-Nov2012: NOSWAY COMPUTER COLLEGE**

 -***Training in Computer packages and applications***

**EDUCATION BACKGROUND:**

**2008- 2011** **:** High school education-KCSE

**1997-2007**  **:** Primary school education-KCPE

**PERSONAL INTERESTS**

Reading, Travelling and exploring Socializing and interacting with people.

**REFEREES:**  Available upon request