

Contact HR Consultant for CV No: 333702

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**CURRICULUM VITAE**

**Career Objective:**

To be able to provide client with satisfaction through creativity and my vast experience within the hospitality industry within a growing team, with a spirit of service, initiative, integrity and ingenuity within a dynamic economic environment.

**Basic Skills and Proficiency**:

* Customer Service
* Computer Skills

**Work Experiences:**

* **March 2016 to December 2016:Customer Service Representative at DIY Love Kenya**

Responsibilities

* + Provide information about services or products.
  + Do research on some queries or solutions as required.
  + Respond to customers’ needs and possible concerns.
  + Handling complaints, taking customer information.
* **April 2015 to February 2016: Front Office Receptionist at Jeff Hamilton Limited**

Responsibilities:

* Greeting guests and providing customer service.
* Answering phone calls.
* Oversee distribution of incoming and outgoing company mails.
* Performed basic book keeping, filing and clerical work.
* Use of Computer Skills and Internet.
* **2014 to April 2015: Administrative Assistant at Young Men’s Christian Association (Y.M.C.A**)

Responsibilities:

* Filing of documents and maintaining a good filing system.
* Answering phone calls.
* Sorting and distributing company mails.
* Booking and arranging appointments for senior staff members.

- **Jan - April 2013: Housekeeper at Serena Hotel, Nairobi**

Responsibilities:

* Replenish guest supplies.
* Clean the rooms, lounges and other assigned areas.
* Servicing rooms during turndown service and providing second service.

**Academic and Professional Qualifications:**

* **Jan 2010 - June 2013: Kibondeni College, Nairobi - Hospitality Management.**
* **Feb - April 2008: St. Francis College, Karen - Certificate in Computer Packages.**

**Computer skills:** Word processing (MS Word, MS Excel, Spreadsheets, etc.), Data Analysis &documentation

* **Jan 2004- Nov 2007: Ruchu Girls Secondary School - Kenya Certificate of Secondary Education.**

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| **Language Skills:** |  |  |
|  | **Oral level** | **Written level** |
|  **English** | Fluent | Good |
|  **Swahili** | Fluent | Good |

**Hobbies and Interest:**

* Book reading,
* Travelling,
* Volunteer work,
* Outdoor activities i.e. cycling, camping and gym