**JOYCE**



**JOYCE.335070@2freemail.com**

**Personal Information**

**Name :** Joyce

**Nationality :** Kenyan

**Date of Birth** **:** 25th Oct 1990

**Visa Status :** Visit Visa

**Language**  **:** English,Arabic and Swahili

**objective**

A dynamic, creative and innovative receptionist who has a long track record of successfully achieving set goals objectives with minimum or no supervision

**KEY SKILLS AND ACHIEVEMENTS**

* Quick learner and has the ability to quickly adjust to new situations.
* Ability to work under pressure in a competitive sales and marketing environment.
* Willingness to take immediate responsibility.
* Excellent time management skills.
* Goals-orientated.
* Enthusiastic and self motivated.
* Coachable and willing to help train and develop other staff
* Good communication skills
* Team spirit

**WORK EXPERIENCE**

**ALBADWAWI&CO.LLC: July 2015- Nov 2016**

**Guest Agent**

**•**Resolving customer complaints

•Verifying accounts information

•Assisting in placement of order

•Maintaining customer records

•Making call transfer to relevant departments

•Providing prompt, efficient and courteous service to callers.

•Providing the utmost professionalism and exceptional customer service via telephone, Internet email and instant messaging.

•Handling customers inquiries by telephone and by email

•Coordinating with the fast food and restaurants with regards to customers’ orders

•Manage and resolve a variety of customer issues, complaints and requests.

**EMBU WATER AND SANITATION COMPANY: From Mar 2013- Jun 2015**

***RECEPTIONIST CUM SECRETARY***

* Receiving calls for the company
* Welcoming customers
* Making appointments for the company’s senior managers
* Taking notes during meetings
* Arrange meetings for the company
* Filling documents
* Manage and resolve a variety of customer issues, complaints and requests.
* Providing prompt, efficient and courteous service to callers.
* •Providing the utmost professionalism and exceptional customer service via telephone, Internet email and instant messaging.
* Handling customers inquiries by telephone and by email

**eDUcation qualification**

2011March–Dec2013: Michuki Technical Training Institute***{*Higher Diploma in Receptionist *}***

2010- 2011: Pinnacle College of Proffessional Studies***{Diploma in Secretarial}***

2006-2009-Kenya Certificate Of Secondary Education ***{KCSE}***

1997-2005-Kenya Certificate Of Primary Education ***{KCPE}***

**HOBBIES**

***Travelling, Reading motivational books, Brain Games &Watching movies***

**referees**

Available upon request