**CURRICULLUM VITAE **

**PERSONAL INFORMATION**

**NAME** : BEATRICE WAITHERA MAINA

**DATE OF BIRTH :** 26THJUNE 1990

**MARITAL STATUS** : SINGLE

**NATIONALITY** : KENYAN

**LANGUAGE** : FLUENT WRITTEN & SPOKEN ENGLISH

**TELEPHONE NO** :

**PASSPORT NO** :

**EMAIL ADDRE**SS :

**VISA STATUS :EMPLOYMENT VISA(Free Zone).**

**PERSONAL SUMMARY**
I am an energetic, hardworking lady who has a proven track record of excellent service delivery. I am able to carry out my duties whilst working within a company’s procedural guidelines and also ensuring that a high quality of service is consistently maintained with optimum efficiency. I am currently looking for an appropriate opportunity with a reputable employer who rewards hard work and appreciates ability and loyalty.

**Competencies:**

* Good observation and communication skills.
* Excellent typist.
* Excellent time-management skills.
* Ability to target potential customers and close deals.

 **Fields of Interest**

Customer relations .I have excellent customer service. Making sure all customers are fully assisted so as to create referrals to others regarding the company.

**CAREER HISTORY**

**PALM JUMEIRAH.**

**OCT 2015 – TO DATE**

 **CUSTOMER SERVICE/RECEPTIONIST**

**KEY RESPONSIBILITIES**

* Provide accurate information to guests in a courteous manner; fill all reasonable guests’ requests or requirements; anticipates guests needs.
* To take messages for in-house or arriving guests in accordance with procedures, with an emphasis on accuracy and proper follow-up.
* Properly handle incoming and outgoing mail, telexes, packages and faxes.
* Arrange transportation (Limousine, Taxi) and organize the Airport transfers as needed.
* The ability to know what activities are available in the city, i.e. theater, the arts, special exhibits, concerts, shows, sports, leisure activities, sightseeing tours, etc. and to establish close contacts with people in these areas to provide information, ticketing, reservations, etc. for guests.
* Establish excellent relations with the city service providers and our partners. The ability to keep the HAM and senior management well-informed of any guest’s problems or complaints, and action taken.
* Maintain the Desk and storage areas in an orderly manner; direct bell and door staff in the maintenance of the front entrance and lobby.
* Assist in the reconciliation of charges originating from the Front office Desk (i.e., limousines, car rentals, flowers, tours).

**CO-OPERATIVE BANK OF KENYA**

**CALL CENTRE AGENT**

 **JAN 2014 – SEP 2015**

 **KEY RESPONSIBILITIES**

* Picking calls from customer, listening to their queries and providing solution guided by the principle of customer journey that is politeness, empathy and reassurance.
* Effectively communicate ideas, suggestions and answers
* Upselling to customers about our services and products during the phone conversation to ensure awareness
* Refer customers to people who specialize with the type of problem or query they present
* To build and maintain effective business relationship with customers
* Promote bank retail products and services to potential customers by making proactive sales efforts and capitalizing on cross selling opportunities in order to achieve the sales targets.
* Asking the customer about how they are finding our services for feedback records sort to improve our services and products.

**GATEWAY MALL NAIROBI, KENYA.**

**RECEPTIONIST**

**JAN2013-DEC 2013**

* Serve visitors by greeting, welcoming, directing and announcing them appropriately
* Answer, screen and forward any incoming phone calls while providing basic information when needed
* Receive and sort daily mail/deliveries/couriers
* Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
* Update appointment calendars and schedule meetings/appointments
* Perform other clerical receptionist duties such as filing, photocopying, collating, faxing.
* Proven working experience in a front office handling receptionist responsibilities
* Proficient with Microsoft Office Suite
* Professional appearance

**SAFARI PARK HOTEL**

**WAITRESS**

 **OCT 2011 – DEC 2012**

**KEY RESPOSIBILITIES**

* Maintaining high standard of customer service and warm approachable personality while serving customers.
* Giving information about the snacks menu, specials and offers accurately and promptly.
* Receiving orders, moving and lifting food, snacks and beverages to the customer.
* Sanitizing the food area counter.
* Upselling other products within company brand.
* Maintaining high standards of neatness and hygiene.
* Daily confirmation of stock from store to ensure constant flow supplies.

**EDUCATIONAL BACKGROUND**

**OCT 2008 - JULY 2011 : EGERTON UNIVERSITY**

Bachelor of commerce degree

**2004 - 2007** : **JOMOKENYATTA HIGH SCHOOL**

 **O'Level Education**

 Kenya Certificate of Secondary Education.

**Hobbies:** Listening to Music, Playing soccer, Socializing, Reading motivational books.

**Computer skills:** MS Word, Excel, Windows, Internet

**Referees:**  Available upon request

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| **BEATRICE WAITHERA MAINA – 2014596**Whatsapp +971504753686To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |