**GRACE**

**GRACE.336498@2freemail.com**



**CAREER OBJECTIVE**

To pursue a career within an organization offering a structured personal professional development program within a challenging and dynamic environment.

 I anticipate a clear growth path that would ultimately lead to the attainment of my career objectives.

**WORK EXPERIENCE**

**MHM Real Estate Dubai – March 2016 – Dec 2016**

**Administrative Assistant**

* Performed secretarial/clerical duties such as documenting, photocopying, faxing, mailing and filing.
* Answered telephones and transferred calls to appropriate staff members.
* Sorted and distributed incoming communication data, including faxes, letters and emails.
* Monitored and maintained the organization’s website.
* Organized the scheduling of meetings, conferences, and events; distributed minutes for them.
* Created spreadsheets and presentations for corporate executives.
* Established and implemented administrative policies and procedures for the office.
* Filed and recorded corporate documentation, electronic files, inventories and reports.
* Responsible for providing training and orientation to new employees.
* Interacted with organization’s Board of Directors to arrange attendance at meetings and recording/compiling and distributing the minutes.

**CIVICON ENGINEERING AFRICA –June 2012 – Dec 2015**

**Project Admin/Document Controller**

Roles & Responsibilities:

* project engineering documentation
* Issue formal documentation to the project client On behalf of the project manager
* Keep track/update all the company’s documents by use of document registers/spread sheets.
* Maintaining a tracking facility that enables documents to be updated easily.
* Scanning in all relevant new documents.
* Checking that all dispatch documents are accurate.
* Presentation and filing of documents and drawings.
* Responsible for maintaining hard copy information.
* Issuing and distributing controlled copies of information.
* Managing and maintaining a QAQC Document Control System.
* Provide advice on procedures of issue and methods in accessing the system.
* Ensuring all documents are as up to date as possible within electronic filing systems.

Record drawings and

**ANIMAL WORLD SAFARIS - May 2011 – June 2012**

**Customer Service Agent/Front Desk Receptionist**

Roles & Responsibilities;

* Well-versed in greeting visitors, scheduling appointments, and handling administrative and clerical duties
* Schedule customer bookings and guide them about available rooms and suites
* Adept at answering phones, faxing, and filing
* Computer savvy: Proficient in MS Office (Word, Excel, PowerPoint and Outlook)
* Welcome visitors, guests and customers as they arrive
* Provide information asked for and direct them to the right departments
* Assist visitors and customers to the right staff member
* Handle telephone calls and direct them to the right recipient
* Distribute incoming mail and manage outgoing correspondence
* Schedule meetings and conferences
* Hand out employee application, memos and notices
* Maintain cleanliness of reception area

**WORLD BUSINESS CENTRE (Retail/Fashion) - Jun 2009 –Jan 2011**

**Receptionist (cashier)**

Roles & Responsibilities;

* Providing excellent customer service with a strong focus on customer satisfaction
* Greet customers as they arrive and direct them to merchandise they need
* Operate cash register and adding machine in order to manage cash for sold items
* Calculate discounts as appropriate Coordinating the recruitment process
* Keeping employees personal records updated with both hard and soft copies
* Answer incoming calls on multi-line telephones
* Maintaining an excellent working relationship with clients
* Addressing client complaints
* Answering incoming calls in a professional manner.
* Responsible for maintaining clean and safe reception area; keep it tidy at all times
* Maintain and imparted knowledge of cashiering procedures
* Balance all transaction at the end of the day for cash reconciliation

**EXTRA ACTIVITIES**

 **KENYA BUREAU OF STANDARDS - Jan 2014**

 Became ISO 9001:2008(Quality Management Systems) Certified

**EDUCATION AND QUALIFICATIONS**

* **2010-2014:** Jomo Kenyatta University of Agriculture and Technology

 Bachelor's Degree in Business Information Technology

* **2008-2010:** Trans-Eastern Airline Aviation College

 Diploma in Tours & Travel

* **2004-2007** Gathirimu Girls High School

Kenya Certificate of Secondary Education

**PERSONAL DATA**

Date of Birth: 20 July 1989

Gender: Female

Marital Status: Married

Nationality: Kenyan

Languages: English & Swahili

Visa Status: Sponsor (Husband’s)

**HOBBIES**

* Languages learning, literature & traveling

**REFEREES**

 Available upon request