

**JANET**

[**JANET.336850@2freemail.com**](mailto:JANET.336850@2freemail.com)

**Admin Assistant**

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| Well-trained professional young and enthusiastic in Administration function. Well trained with experience in customer service, organizational skills, management functions, communications, and front office operations.  Proficient In working in a pressurized and multicultural environment and effectively prioritizes job responsibilities. A dedicated and trustworthy individual, team player who can bring to your business: flexibility in working in a multi-cultural environment with good communication, analytical, coordination.  Handle customer problems and complaints professionally, effectively, preserved at a minimum level and resolved to the highest level of satisfaction.   |  |  |  | | --- | --- | --- | | **Personal Details** | | | |  | | | | Nationality | : | Kenyan | | Date of Birth | : | 10 June 1987 | | Marital Status | : | Single | | Passport Type | : | Normal | | Language | : | English and Swahili | |  |  |  |   **STRENGTHS** | |
|  | |
| * Excellent Customer Service Skills * Effective and clear communication * Problem solving skills * Co-operative * Ability to work under pressure * Time management skills * Team leader |

**PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS**

**Racing Sport Gym and Fitness centre 2010**

**Receptionist/ Cashier**

* Handle incoming calls and greet everyone who comes in the front door as well as check in members and verify membership
* Register guests and collect guest fees and actively sell pro shop merchandise.
* Register prospects and channel them to the membership department Fitness Club Success.
* Handle court activities including lights, reservations and fees.
* Promote, register and collect all fees for: Leagues and ladders , Tournaments, Clinics and lessons, Group fitness classes, Karate classes etc
* Keep desk and lobby neat and clean at all times.
* Ensure all supplies stocked at all times.

**Transport and Lifting Services Ltd**

**Receptionist/Front Office 2011 – 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
* Supervising Admin Staff i.e. cleaners, riders, Security etc.
* Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.

**Customer Relations/Sales Coordinator/ Admin Assistant 2013 - 2016**

* Formulating, developing and implementing sales policies and plans
* Setting and evaluation sales targets and business requirements
* Creating and analyzing sales reports on weekly, monthly and annual basis by use of the sales reporting tools – Sales Parness
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller
* Tracking sales orders to ensure that they are scheduled and sent out on time. Ordering and ensuring the delivery of goods to customers.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents as well as Organising sales promotional campaigns.
* Contacting potential customers to arrange appointments and making follow-up calls to confirm sales orders or delivery dates.
* Accurately analyzing and assessing statistical sales data.



**ACADEMIC & PROFESSIONAL QUALIFICATIONS**

* **Degree in Human Resource Management:** Moi University , Kenya
* **Diploma in Human Resource Management:** Railway Training Institute, Nairobi, Kenya
* **Diploma in Law:** Kenya School Of Professional Studies, Kenya
* **Certificate in Computer Studies:** Riccatti Business College, Kenya
* **O’ levels**, from St Monica Girls High school Kenya.



**TRAINING PROGRAMS**

* Sales Training, International Sales Training Institute
* First Aid Training, Kenya Red Cross
* Customer care Training, International Sales Training Institute



**TECHNICAL SKILLS**

Proficient in the use of:

* + - * Ms Office ,Internet & Emailing



**REFERENCES:** *Available upon request*