**CURRICULUMN VITAE**

**LUCY**

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**PERSONAL INFORMATION**

**Nationality : Kenyan**

**Residence : Dubai**

**Gender : Female**

**Visa status : Employment Visa**

**Marital status : Single**

**Language Known : Fluent in English, Swahili**

**CAREER OBJECTIVE**

Been given an opportunity in a forward growing company or institution which will enable me to contribute my knowledge, skills, potential and competence towards achieving the set goals and objectives as well as to aid economic growth.

**EXPERIENCES**

**2016 February to date: Meraas Holdings. Dubai. UAE**

Position: Customer Service

Duties and responsibilities

* Receiving and giving guests a warm welcome.
* Anticipating towards guests needs and expectations.
* Receiving and making business related calls such as booking reservations and making inquiries.
* Attending to guests’ complaints, suggestions and requests immediately.
* Performing cash transactions, compiling reports and banking revenues.
* Maintaining cleanliness and orderliness at all times.
* Training new staff members and ensuring staff meetings run smoothly.
* Performing any other duties as may be assigned by the management.

**2014 August- 2015 October:Nakuru Golf Club**

**Position: Customer Service**

**Duties and Responsibilities**

* Receiving and welcoming guests.
* Receiving calls and booking reservations.
* Anticipating guest needs and executing professional services.
* Attending to guest complaints, suggestions, and requests immediately.
* Attending to any other duties as may be delegated by the management.

**PERSONAL ATTRIBUTES**

* Effective communication skills.
* Problem solving and decision making.
* Hard working, flexible and efficient.
* Ability to work under pressure and minimum supervision.
* Intermediate knowledge of computer application systems.
* Able to work smart and ready to learn fast.
* Perfect interpersonal relationship.
* High integrity, humble, friendly and positive attitude.
* Social and respectful of all religions and cultures.

**EDUCATIONAL BACKGROUND**

**Highfield Awarding Body for Compliance, Dubai, UAE**

(Person In Charge Certificate)

2016 November

**Tears Group Kenya**

**(**Certificate in Computer Application System)

2009 January -2009 July

**Nyahururu Elite Senior School**

(Certificate in Secondary Education- O-Level)

2004 January - 2007 December

**Victonel Academy**

**(**Certificate in Primary Education)

1996 January- 2003 December

**REFEREES**

Upon request.