***CURICULLUM VITAE***

**POSITION APPLIED: CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST**

**PERSONAL INFORMATION**

NAME: Mark

Nationality: Kenyan Citizen

D.O.B: 13-07-1991

Gender: Male

Language: English and Swahili

Visa: VISITING VISA

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**CAREER OBJECTIVE**

Seeking a challenging career position in higher management with a company offering long-term

Opportunities for professional growth in recognition of dedication,drive, and superiorperformance.Intendto build a career with commited and dedicated people,which will help me to explore myself fully and realize my potential.

**CORE COMPETENCIES**

* Demonstrated ability to deal with different guests with a high level of patience and tact.
* Well versed in anticipating guests’ needs and responding to them appropriately
* Competent at detecting signs of emergency and react immediately
* Proficient in handling and responding to customers’ needs pertinent to meals, cleanliness and organization of their space
* Excellent multi-tasking and organizational skills
* Ability to work independently or as part of a group
* Proficient in computer Skills
* Work ethic needed to stay focused and seek things that need to be done.

*WORK EXPERIENCE*

**ORGANIZATION: RINAH HEALTH CONSULTANTSJAN 2014 -OCT 2014**

 **DESIGNATION : RECEPTIONIST**

 Courteous, dependable Receptionist with experience in performing a wide range of front desk, clerical and administrative tasks. Demonstrated talent in resolving customer complaints, handling high volume phone calls and answering customer queries. Exceptional verbal and written communication skills with a track record of multi-tasking, problem-solving and prioritizing work

**DUTIES**

* Meeting and greeting clients
* respond promptly to customer inquiries
* Booking meetings and appointments
* Keeping the reception area tidy
* Answering telephone calls and forwarding messages
* Directs visitors by maintaining employee and department directories ,giving instructions

**DESIGNATION-RECEPTIONIST**

**RESPONSIBILITIES**

* Dealing with bookings by phone, email, letter, fax or face to face
* Completing procedures when guests arrive and leave
* Choosing rooms and handling out keys
* Preparing bills and taking payments
* Taking and passing on messages to guests

**SKILLS AND COMPETENCE**

* Socializing Problem solving skills
* Numeracy skills
* Written and verbal communication skills
* Strong customer service skills
* Excellent telephone manner
* Self-motivation and ability to take the initiative
* Ability to work well under pressure
* I.T. skills including experience in Microsoft Office
* Punctuality and time-keeping
* Able to take on responsibility.
* Good organization, with attention to detail.
* Teamwork skills
* Quick learner, keen to learn and improve skills

**ORGANIZATION:AMBERSSEDUER HOTELOCT 2014-SEPT 2016**

*Commited to satisfy the needs of guests in a fast paced environment.*

**ACCOUNTABILITIES**

* Greet guests as they arrive and depart
* Follow up on guest inquiries.
* Coordinate and manage requests for special arrangements.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Set up stock and maintain work areas
* Assist other departments in order to provide excellent customer services.

**DESIGNATION: RECEPTIONIST/CUSTOMER SERVICE**

**DUTIES**

* Greeted guests using professional and friendly demeanor
* Answered incoming telephone calls in a polite and obliging manner
* Maintained a tidy entrance and front desk area
* Acknowledged and greeted patients/families upon arrival
* Registered patients and visitors on sign in sheet
* Scheduled patient appointment’s on phone and maintained appointment books
* Coordinated with departments for consultant availability
* Quickly responded to patient questions and concerns
* Provided information regarding facility and billing options
* Answered telephone and forwarded calls to concerned departments

**EDUCATION BACKGROUND**

2010-2011 UTALII COLLEGE

2006-2009 KIAGUTHU HIGH SCHOOl

1996-2005 HARAMBEE PRIMARY SCHOOL

**HOBBIE**

Reading novels

Watching football

Travelling

Socializing

**REFERENCE.**

Availble on request.