

**CECELIA**

**C/o-Mobile no. : +971505891826 Email:Cecelia.343442@2freemail.com**

**SKILLS AND COMPETENCE**

* Excellent communication and interpersonal skills
* Excellent negotiation and networking skills
* Ability to perform administrative and office support activities
* Planning and organizational skills that balance work and team support in a timely and professional manner
* Ability to prepare statistical and written reports, a skill i have developed through my work experience and career progression
* Proficient in Microsoft Office suite: excellent knowledge of MS Word, Microsoft Outlook, Excel, Power Point, Databases, Spreadsheets and the Internet
* Ability to work under minimal supervision
* Fluent in spoken and written English, Kiswahili
* Excellent telephone etiquette
* Analytical and time management skills

**WORK EXPERIENCE**

**KENYA AIRWAYS : JUN 2014 - NOV 2016**

Position : **Administration Officer (Load Control)**

**Duties:**

* Opened, sorted and distributed incoming messages and correspondence
* Analyzed production reports and worked to increase the efficiency of operations
* Handled all official company correspondence efficiently
* Upgraded all office filing system
* Typed entire company documents and correspondence
* Created a systematic and reliable computerized customer database
* Responsible for training of new employees who joined the organization
* Ensure conformity with all regulatory requirements
* Preparation and availing of the required flight documentation

**KENYA AIRWAYS: JAN 2012 - JUN 2014**

Position: **Customer Service Agent**

**Duties:**

* Greet customers and check them in, which entails verifying their identification and printing boarding passes.
* Dealing with passenger enquiries about flight departures and arrivals
* Communicate changes in company rules and procedures, and mentor staff to improve performance and efficiency.
* Calming and reassuring nervous passengers
* Boarded and deplaned flights, and escorted passengers, including disabled passengers and unaccompanied minors, from aircraft.
* Coordinate with supervisor to determine staffing needs for gate and ground operations, including ticket counters and baggage services.

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**EDUCATION BACKGROUND**

**KENYA AIRWAYS,THE PRIDE CENTRE SEP 2013 - SEP 2013**

Certificate in Aircraft Weight and Balance

Course Objectives

* Weight and Balance
* Dangerous goods regulation CAT 9 $10
* Airside safety
* Aviation security awareness

**KENYA AIRWAYS,THE PRIDE CENTRE JAN 2011 - JUL 2011**

Certificate in Airline Passenger Services

Course Objectives

* Airside safety
* Aviation security awareness
* Introduction to weight and balance
* Passenger handling procedures
* Personal grooming
* Communication skills and customer care

**EAST AFRICAN MEDIA INSTITUTE JUNE 2010 - AUG2010**

Certificate in German Language

**BUTERE GIRLS HIGH SCHOOL 2006-2009**

Kenya Certificate of Secondary Education

**INTEREST AND HOBBIES**

* Socializing
* Travelling
* Playing table tennis

**PERSONAL DETAILS**

**Nationality**  **:** Kenyan

**Gender :** Female

**Marital Status :** Single

**Date of Birth :** 17th aug 1990

**Languages :** English / Swahili

**Religion :** Christian

**Visa Status** : Long term visit visa

**REFEREES**

To be availed upon request.