**CURRICULUM VITAE.**

**PERSONAL INFORMATION.**

NAME: HARRIET

GENDER: FEMALE

NATIONALITY: KENYAN

LANGUAGES: ENGLISH

DATE OF BIRTH: 30 DECEMBER 1994

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VISA STATUS: VISIT VISA

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**SALES REPRESENTATIVE / CUSTOMER CARE**

**Career Objective**

Customer oriented individual with a keen interest in ensuring conformation to hotel policies and procedures and providing services to ensure guest comfort. In depth knowledge of managing reservations and implementing effective marketing strategies

 **Summary of Qualifications**

* More than two years of experience in Customer service and Sales.
* Knowledge of the CRS systems- ability to accurately enter data and make correct arithmetic calculations
* Profound skill in MS Office, Excel, PowerPoint, Access and outlook.
* Ability to work effectively even under pressure
* Problem solving skills.
* Attention to detail
* Friendly, energetic and enthusiastic personality

**Professional Work Experience**

**KENYA WOMEN MICROFINANCE (2015-2016)**

**Customer Service Representative**

Completed five 4-hour modules of customer service training. Topics included how to:

* Greet transfer and hold calls
* Build rapport, listen, clarify and manage conversational flow
* Manage upset customers, conflicts and challenging situations
* Deliver outstanding service, exceed expectations and build long-term loyalty
* Work in teams and in a self-directed environment

**Customer Service Agent**
**UNILEVER, COMPANY, NAIROBI,KENYA(2014-2015)**

Handled incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors. Provided quotes and executed online policy changes for auto, home and excess liability. Used consultative selling techniques to provide leads for telesales personnel.

KEY SKILLS

* Build rapport, listen, clarify and manage conversational flow
* Manage upset customers, conflicts and challenging situations
* Deliver outstanding service, exceed expectations and build long-term loyalty
* Work in teams and in a self-directed environment

**Educational Background**

* **KENYATTA UNIVERSITY (SEP 2012-DEC 2016) DEGREE IN ECONOMICS& STATISTICS**
* **PETTANS COLLEGE (MAY2012-July 2012) - Certificate in Computer Applications**
* **MENYENYA HIGH SCHOOL( 2008-2011) - Kenya Certificate in Secondary Education**

**Educational Background**

* **Mt Kenya University** (Sep 2008-May 2012)

Diploma in information technology

* **Lincoms college** ( jan 2012-april 2012)

Quickbooks,sage,pastel

* **Compuera college** may2010-July 2010)

Certificate in Computer Applications

* **Kikuyu day High School**( 2003- 2007)

Kenya Certificate in Secondary Education