Name: Nelson

**Email:** **nelson.**343907@2freemail.com

**C/o-Number: +971505891826**

**Visa Status: Visit**

**OBJECTIVE**

To secure a responsible career opportunity where I can fully utilize my training and experience in Customer Service. I am a warm self-motivated individual able to fit in a multicultural working environment.

**WORK EXPERIENCE**

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**Blue Voyage Tourism LLC July 2015-Working Here**

**Sales Manager**

* Pioneered the creation and management of East African Travel Agencies database (a database that contains more than 200 Kenyan travel agencies in Nairobi and Mombasa).
* Made travel arrangements for clients seeking Hotel reservations and Tours in Dubai.
* Provided advice about visas or passports.
* Recruited, trained and supervising Headed the Sales staff.
* Liaised with Operations Director in formulating strategies aimed at obtaining specific high yield commercial accounts.
* Assists in reconciliation of accounts & collections in coordination with Finance Department.
* Ensured sales target were met in coordination with other team members.
* Helped in developing of promotional materials and displays.
* Generated and acquired new client base by bringing in freelance agents dealing with frequent travelers and businessmen from Africa.
* Overhauled customer relations procedures to better serve clients and ensure customer satisfaction.

**Techno Brain LimitedApril 2015 to July2015**

**BPO Executive/Call Center Agent**

Roles: -

* Updating and maintaining customer database including their contact, Location and personal details.
* Receiving inbound calls and following up with clients to give feedback on complaints and service clarifications.
* Providing information about company offers to clients during calls to help make sales.
* Training junior employees and guiding them on best customer service etiquette.
* Assisting other departments with customer service as assigned by the supervisor.
* Providing customer service on all social media platforms and via mail.
* Assisting the IT department with daily schedule when needed.

**Holy Family High School** **Mar 2009 to Oct 2010**

**Teacher (Mathematics, Biology and Chemistry)**

* Trained students on basics of biology, chemistry and mathematics thus promoted the school and national education objectives.
* Ensured curriculum development by designing a 16 week scheme of work and a daily lesson plan for form one stream B students as a class teacher
* Developed effective learning relationships with students thus, facilitated honest dialogue and coaching on better performance and provided feedback
* Laboratory assistant.
* Basketball and Volleyball coach.

**EDUCATION**

**University of Nairobi** **Oct 2010 to 2014**

* Bachelor of Science (Biology) –Second class Honors(Upper Division)

**Holy Family High School** **Feb 2005 to Nov 2008**

* K.C.S.E – Achieved a mean grade B+

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| --- | --- |
| **Primary School** | **1997 to 2004** |

* K.C.P.E – Achieved a score of 363 out of possible 500 (B+)

**SUPPLEMENTARY COURSES/SKILLS**

* Pwani Training Institute **-** Distinction Certificate in Information Technology**.**
* Computer Proficient.

**INTERESTS**

* Playing and Training basketball/volleyball.
* Meeting new people.
* Reading scientific journals.