**Priscilla**

E-mail address: Priscilla.347743@2freemail.com

Proactive and service-oriented professional with 7 years of proven work experience within diversified industries in Kenya. Demonstrated competencies in Administration, sales and customer care with outstanding track record. A dedicated team player, who can bring to your business: diverse work experience and market exposure, professionalism, passion, productive ideas, enthusiasm and out of the box thinking. Also a trustworthy colleague capable of dealing with constant challenges and leading change. Working under minimal or no supervision.

**QUALIFICATIONS:**

**Certificate in Patients Attendant**

**Avenue Homecare Limited**

**Diploma in Information Technology**

Data Center Training School

Nairobi, Kenya

**Certificate in Computer packages**

Magan Training Institute

Nairobi Kenya

**WORK EXPERIENCE:**

**Mediplan consulting clinic**

Nairobi Kenya

ADMINISTRATOR

January 2014 – December 2016

**Duties and Responsibilities:**

* Reporting to the General Manager
* Receiving payments from client and updating at the same time in petty cash
* Follow up order delivery and payments to the supplier
* Handling all telephone enquiries
* Follow up on the payment for all clients and sending them the required invoices, quotations and ensuring all accounts are coordinated with the accounts department
* Checking emails through the website, Microsoft Outlook, updating database.
* Taking care of HR duties, staff days off, leave days, loan applications, sick leave tracking sheet etc



Nairobi,Kenya

Front Office, customer care

**November 2011 – October 2013**

**Duties and Responsibilities:**

* Carrying out large volumes of filing while retaining a good level of accuracy and efficiency.
* Maintaining an effective administration system.
* Rapidly responding to and resolving any administrative problems.
* Managing related legislative, regulatory and compliance issues.
* Running the company reception area.
* Coordinating office procedures.
* Making sure that information is quick and easy to locate.
* Ordering and maintaining office stationery and equipment.
* Typing up correspondence including letters, faxes, minutes and memos.
* Offering a warm and friendly welcome to any visitors.

**HELMA (health management agency)**

Nairobi, Kenya

CUSTOMER SERVICE REPRESENTATIVE

January2010 – October 2011

**Duties and Responsibilities:**

* Introduction of a new services and products in the market by creating awareness to the clients
* Doing sales with a target
* Providing quality service to the client
* Ensuring the display on the site is well organized and quite attractive to the eyes of the clients
* Marketing Helma services and products in general
* Actively promoting and doing suggestive selling to help maximize the outlet revenue.
* Monitoring and updating sales display areas

**AVA MEDICARE LIMITED (Part Time)**

**Duties and Responsibilities:**

* Delivering top quality customer service in performance of daily tasks, assisting clients with their requirements
* Providing information, offering advise particularly with alternative products, handling queries, listening to complains and solving them
* Attended calls from clients, made reservation for products they require and offered suggestions to any information they entail
* Offering advice to customers

**PERSONAL DETAILS:**

Nationality : Kenyan

Date of Birth : 20th August 1983

Marital Status : Single

Visa Status : Tourist Visa

Visa Language : English

IT Skills : MS Office, E-mail & Internet applications

Reference : Upon Request