**Curriculum Vitae**

**Name:** Sharon

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**Sex:** Female

**Nationality:** Kenyan

**Date of birth:** 13/02/1990

**Visa Status:** Visit

**CAREER OBJECTIVE:**

**I am seeking to secure a position with a well-established organization, with a stable environment that will lead to a lasting relationship in the field of Sales, hospitality and Customer service management where my experience can be utilized to improve customer satisfaction. I am also seeking a position that will enable me to utilize well, my ability to work very well with people of diverse cultural backgrounds, and put into use my strong organizational skills.**

**WORK EXPERIENCE:**

**Kenya Commerce Exchange Service Bureau Ltd(KENEX): August 2014 to February 2017**

**Position: Admin Assistant/Secretary/Receptionist**

**Duties:**

* **Veting and regulating visitors including log keeping**
* **Making and receiving phone calls and keeping records of them**
* **Ensuring all lines are in working order and reporting to service providers in case of failure**
* **Filing of invoices and other documents**
* **Reporting power outages, water unavailability, leakages, e.t.c. to respective companies / persons**
* **Supervise deployment of drivers and messengers and keep record of their movement register**
* **Supervising the office cleaner & ensuring cleanliness is up to standard**
* **Maintaining clocking register and reporting late comings and absences**
* **Following up on due invoices with clients for payment**
* **Outsourcing & organizing purchase of office supplies when need arises**
* **Booking shipments with courier companies for delivery outside the country**
* **Monitoring cctv cameras to ensure they are working ok and reporting any suspicious movements**
* **Maintaining a list of office consumables and ensuring they are stocked accordingly**
* **Any other duties as assigned by supervisor and top level management**

**DarianTech Ltd: July 2013 to July 2014**

**Position: Admin assistant**

**Duties:**

* **Storing, organizing and managing files**
* **Answering calls and transferring to respective staff**
* **Respond to clients queries and complaints**
* **Organize for deliveries to clients**
* **Following up on due invoices for payment by clients**
* **Any other duties as assigned**

**Ngasi Consulting Engineers: September 2012- June 2013**

**Position: Administrative Assistant**

**Duties:**

* **Front Office duties**
* **Maintain hard copy and electronic filing system.**
* **Create and modify documents using Microsoft Office.**
* **Preparation of tender documents**
* **Managing petty cash**
* **Research price and purchase of office furniture and supplies**
* **Answer telephones and transfer to appropriate staff members**
* **Support staff in assigned project based work.**
* **Organize accounts book for auditing**

**Read Technologies Ltd: Jan-August 2012**

**Position: Sales Representative**

**Duties:**

* **IT sales**
* **Developing and maintaining professional relationships with clients**
* **Telesales**
* **Informing clients of existing and new products in the company and advising them on the same.**
* **Managing of clients' accounts and follow up on due invoices for payment**
* **Preparing and sending out quotations**
* **Reception duties**

**Tymax Technologies: January –Dec 2011**

**Position : Sales and Customer Service Agent**

**Duties:-**

**Equity Bank Agent services &IT Sales**

* **Creating new accounts for equity bank customers**
* **Facilitating deposit and withdrawal of cash for customers**
* **Educating the public on equity bank services**
* **Forwarding clients complains/suggestions to the equity bank management for remedies.**
* **Sales(computers and accessories)**

**EDUCATIONAL BACKGROUND:**

**January 2009: Diploma in Business Management**

**Association of Business Executives**

**February 2004 to November 2007: Precious Blood Secondary School,Kilungu**

**Kenya Certificate of Secondary Education**

**(K.C.S.E), (mean grade of B-)**

**January 2001 to November 2003: Kilome S.A Primary School**

**Kenya Certificate of Primary Education**

**(K.C.P.E), 406 / 500 marks**

**SKILLS AND ABILITIES:**

* **Good knowledge in computer application programs**
* **Ability to deliver quality results under minimum or no supervision**
* **Honest, result oriented and willingness to learn**
* **Outstanding communicator and brilliant interpersonal skills**
* **Highly organized and a team player**

**INTERESTS AND HOBBIES:**

* **Traveling & Adventure**
* **Making new friends**
* **Reading Books**

**REFEREES:**

**Available upon request.**