**DOREEN**

**DOREEN.357084@2freemail.com**

**PROFILE**

A hard Working front Desk Receptionist with excellent communication skills and a pleasant personality, can multi task effectively and adjust as per changing environments.

Proficient in computer/software, Internet and Email tools

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**KEY SKILLS**

* Good communication skill
* Abel to engage and speak to customers
* Time management
* Excellent organization skills
* Reliable and dependable
* Team and independent worker

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**2015-2016 SGS KENYA**

* Answer customers calls and guided them by solving their predicaments
* Received and greeted clients politely, leaving a positive impression of the firm in their minds.
* Collected emails and replied as per the instructions of seniors and mangers.
* Set appointments for managers and clients per request, with due consideration to their schedules.
* Advising Clients about their CoC status
* recording and issuing of the CoC’s to Clients

**2013-2014: M.H.ALSHAYA LLC (UAE)**

**Assistant Store Manager (Solaris Brand)**

* Was always making sure that the shop floor runs smoothly, meet the stores’ monthly targets and handle budgets,
* updating all stocks/coming outgoing, loss, damages, managing deliveries processing information like sending Emails,
* Training staff,
* Deal with any queries and complaints
* Monitor customer service
* Put together the rotas and shifts,
* Check that the product being sold is well displayed.

**2010-2012: M.H.ALSHAYA LLC (UAE)**

**Sales Associate (Express Fashion/Vision Express)**

* Welcoming Customers
* Understanding and meeting customers’ needs,
* Meeting sales targets,
* Reporting sales trends to my employer,
* Keeping in contact with existing customers in person and by telephone.
* Responsible for cash register
* Following the golden rule of greeting, asking, advising, selling and thanking the customer

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**RELEVANT QUALIFICATION**

**2009: METROPOLITANT INSTITUTE**

**Certificate In Customer Service**

**1999-2002: KHALSA GIRLS HIGH SCHOOL**

**High School Education**

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**Interest**

* Front office position, where I can help in creating a positive image of the firm by politely and effectively communicating with clients. Engaging with Clients is something that I really enjoy.

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**Personal profile**

 Date of Birth: 26th October 1984

 Nationality: Kenyan

 Gender: Female

 Marital Status: Single

 Religion: Christian

 Languages; English, Swahili

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***Referees****: Upon request*