**CURRICULUM VITAE**

**Name** : Ann 

**E-Mail** :[ann.357745@2freemail.com](mailto:ann.357745@2freemail.com)

**Position applying for: Receptionist/front desk**

**Objective**

Being a self driven, committed and articulate sales representative with exceptional communication skills. I have reputable successful background in innovative customer support solutions and high level customer care strategies, well spoken, flexible, innovative, hardworking and multi-skilled with the ability to plan and manage business territory.

**Professional Experience**

**Employer:** **Jacaranda hotel in Kenya** **year feb2014-2016**

**Responsibilities: Receptionist**

. Communicate with customers to assess their needs, provide assistance to customers expectations

. Answering queries from clients.

. Welcoming visitors

. Maintaining security by monitoring log books

. Responsible for providing basic information while needed

. Emailing and faxing

**Employer:** **Uniliver Kenya** **year 2012-aug2014**

**Position:** **Receptionist**

**Responsibilities:**

. Meeting and greeting clients

. Booking meetings

. Being responsible for processing cash and card payments

. Screening phone calls

. Sorting and distributing posts

. Answering and forwarding phone calls

**Skills,Competencies and Personal Capabilities Profile**

. Computer knowledge Ms word and windows

. Analytical ,reviewing and researching skills.

. Excellent communication and interpersonal skills

. Flexible and able to perform other duties as directed by the management.

. Highly organized and disciplined with a passion for Information Technology

. A positive, high energy team player

. Having a passion for providing excellent customer service.

**Personal Attributes**

. Higher achiever always aiming at high performance

. Strong environmental awareness

. Excellent oral and written communication skills

. Dynamic and able to work with with minimum or no supervision

. Ability to work freely in a multicultural environment

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| **Professional Qualifications Profile** | | | **Year** |
| **. Institution:** | | **Kiwan computer college** | **2008** |
| Program: |  | Microsoft office Ms Word, Ms Excel | |
| **. Institution:** | | **Gitura secondary school** | **2005** |
| Program: | | Kenya certificate of secondary education | |
| Profession level: O-level certificate | | |  |
| **Personal Profile** | | |  |
| . Name: Ann | | |  |
| . Date of Birth: 9th May 1987 | | |  |
| Nationality: Kenyan | | |  |
| Sex: | Female | |  |
| Marital Status: | | Single |  |
| **Languages Profile** | | |  |

**English**: Excellent with written and oral skills;

**Swahili**: Fluent

**Declaration**

I hereby declare that the above information is correct to the best of my knowledge and belief.