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| ***CURRICUL UM VITAE***  ***DICKSON***  ***Email :*** ***dickson.358121@2freemail.com******Visa Status: visit visa***  |  |  |

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**CAREER OBJECTIVE**

Seeking to work in a dynamic environment that is intellectually stimulating

and continuously challenging, for the achievement of organizational goals as a hardworking and adaptable team member who contributes to a positive work environment. Able to uphold high standards of customer service with speed while at the same time adhering to the company’s regulations and procedures.

**KEY COMPETENCIES**

* Professionalism; I aim to ensure continuous provision of effective and efficient services so as to enhance customer satisfaction and at the same time ensuring accuracy and accountability in all transactions.
* Commitment to continuous learning; Willingness to keep abreast of new developments in the industry.
* Technological Awareness; Good computer skills, proficiency in Microsoft office
* Good listening and communication skills.
* Strong numerical ability
* Planning and strategizing
* Adaptability
* Negotiation skills
* Resilience and tenacity
* Stress tolerance
* Goal driven
* Customer focused and result oriented

**WORK EXPERIENCE**

 **CASHIER/ATTENDANT.**

 FASTCONNECT CYBER CAFÉ. (08 February 2010 – 20 December 2016)

 Nairobi, Kenya

 Key responsibilities

* Acting as the first point of contact with customers.
* Building the business by engaging the customers in polite and friendly manner.
* Assisting customers with typing at a high degree of accuracy and speed.
* Providing the customers with an efficient and personalized cashiering service.
* Taking payments from customers in person.
* Undertaking till balancing and administrative duties and banking of received cash.
* Deal with customer enquiries.
* Cross selling various services.
* Ensure a smooth operation of the cyber cafe and related maintenance and servicing at all times
* Ensure a consistent and accurate bookkeeping (weekly , monthly and annually)
* Sourcing of quality computers and parts, as per specifications and at a competitive price.

**SALES PERSON**

 Umeme auto shop (10 JANUARY 2008 – 30 JANUARY 2010)

 Nairobi, Kenya.

 Key responsibilities

• Meeting and greeting customers.

• Directs customers and suggest items.

• Advise customers by providing information on products.

• Process payments by totaling purchases; processing checks, cash.

* Maintain a thorough and updated knowledge of product offerings.
* Ensuring customer satisfaction.
* Tracking and replenishing of stock. Arrange and diplay products.

 **SALES PERSON**

 FRONT MUSIC STORES (01 SEPTEMBER 2004 – 10 OCTOBER 2007)

 NAIROBI, KENYA.

 Key responsibilities

* Welcome customers by greeting them; offering them assistance.
* Directs customers and suggest items.
* Advise customers by providing information on products.
* Help customers make selections by building customer confidence; offering suggestions and opinions.
* Document sale by creating or updating customer profile records.
* Process payments by totaling purchases, process checks and cash.
* Keep clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

 **CROUPIER**

 CASINO MALINDI (02 AUGUST 2002 – 15 AUGUST 2004)

 MALINDI, KENYA.

 Key Responsibilities

* Greet customers well with an invitation to play.
* Prepare roulette and poker tables i.e arrange and sort chips.
* Relate well with diversified personalities and nationalities and make them comfortable.
* Deal on poker tables.
* Deal with multiple currencies i.e dollars, pounds and Kenya shillings.
* Make payments as required.

**QUALIFICATIONS.**

 2000 - 2002 ASSOCIATE OF THE KENYAN INSTITUTE OF BANKERS.

 The Monetary and Financial Systems : Credit

 Financial Reporting Analysis and Planning : Pass

 Strategic Marketing Management : Pass

 Law Relating to Banking and Finance : Pass

 Management of Information Technology : Credit

 2001: INTRODUCTION TO COMPUTERS IN MICROSOFT OFFICE.

 Distinction.

 1998**:** DIPLOMA IN BANKING.

 Overall: Pass.

**EDUCATION**

 1996: KENYA CERTIFICATE OF SECONDARY EDUCATION.

 Overall: C+ (plus.)

**INSTITUTIONS**

 1998 – 2002 : Kenya School of Monetary Studies.

**INTERESTS**  Computers, Reading, Travelling, Participating in community and

 Volunteer activities.

**OTHER INFORMATION**

Visa Status : Visit/tourist visa

Nationality : Kenyan.

Marital Status : Married.

Availability : Immediate.

**OTHER INTERESTS:** Driving, basic computer maintenance, basic vehicle maintenance,

**REFEREES:** Will be provided upon request.