**CURRICULUM VITAE**

**PERSONAL DETAILS:**

Name : SOPHIA

Date of birth : 6 MARCH 1990

Gender : FEMALE

Nationality : KENYAN

Marital status : SINGLE

Visa Status : Employment

Email : SOPHIA.361446@2freemail.com

**PERSONAL PROFILE:**

I am an enthusiastic individual ready to achieve the highest level of professionalism and work expertise, also ready to develop and implement systems and procedures that will maximize operational efficiency and net returns. I also possess the ability to play a key role in the success of my employer's firm by blending skills through teamwork and dedication to duty.

***Problem solving***

I possess a wide experience in dealing with complaints from difficult clients, strong attitude for using initiative especially in areas of time management to meet deadlines

***Teamwork***

I have operated in functions that require cross-functional team co-ordination, and always ready to go the extra mile to ensure that team goals are achieved

**CAREER OBJECTIVES:**

To develop my career to the greatest extent possible and to be part of a competitive organization that promotes professional growth and development. Achieve my own set objective and those of the organization.

**WORK EXPERIENCE**

**AMWAJ ROTANA HOTEL AND RESORTS MARCH 2017-UP-TO-DATE**

**POSITION**: *Housekeeping Attendant*

DUTIES

* Cleaning rooms
* Changing guestroom and bathroom linen.
* Making guest room beds.
* Replenishing guest supplies.
* Answering guest requests promptly on the floor.
* Responsible for collecting guest laundry.
* Servicing of rooms in the evening and also provide second service.
* Handover lost and found articles if any found in the room
* Arranging and stocking the pantry with linen and supplies.

**BEST BARGAINS ELECTRONICS July 2015 -Nov 2016**

**Position:** *Customer Service/Sales Associate*

**Duties & Responsibilities**

* Welcome customers and offer them timely assistance.
* Provide important details of products and services to the customers.
* Answering customer questions concerning our products.
* Informing the clients about new products in the market.
* Described product’s features/benefits and demonstrated. Usage/operation of products.
* Issuing receipts once sales is made.
* Record keeping of all sales made.
* Assist customers in making decision by gaining their confidence, offering suggestions and opinions.
* Keep patrons well-versed by notifying them about customer sales and prospect products of potential interests.
* Making contribution to the team efforts by accomplishing related goals according to the requirements.

 **FGEE TECHNOLOGY LIMITED SEPTEMBER 2009-AUGUST 2012**

 **Position:** Sales Executive

Duties:

* Listening to customer requirements and responding appropriately to make a sale.
* Maintaining and developing relationships with existing customers in person, calls and E -mails.
* Providing customers with quotations.
* Attending team meetings and sharing best practice with colleagues.
* Checking the quantities of goods on display and in stock.
* Negotiating the terms of an agreement and closing sales.
* Challenging any objections with a view to getting the customer to buy.

**EDUCATIONAL ATTAINMENT**

 1997 – 2004 JIMCY ACADEMY

 Certificate in primary school education

 2005-2008 KARINGA GIRLS HIGH SCHOOL

 Certificate in Secondary school education

 Sep 2012- June 2015 NAIROBI INSTITUTE OF BUSINESS STUDIES

 Diploma in Information Communication Technology

 **Interests and Hobbies**

* Reading and research
* Listening to motivational talks

***Referees to be provided upon request****.*