YVONNE

Yvonne.363073@2freemail.com

Goal-driven and service-oriented professional eager to offer strong background, valuable experience, skills and attributes for a rewarding role in Customer Service in UAE. Enthusiastic to develop good business relations with clients and deliver high service standards to contribute to company’s business growth. Able to uphold high standards of customer service and courage to take advantage of such opportunities combined with persuasive, diplomatic, social and interpersonal skills to win customer support. Possesses exceptional skill in dealing with multicultural clients and delivering service at the highest quality standard to attain customer satisfaction. Skilled in executing multiple tasks, set job priorities, effectively organize assigned work functions and perform efficiently under work pressure.

**Strengths:**

* Admirable Client Relations & Customer Service
* Drive to Attain Set Goals & Customer Satisfaction
* Easy to Establish Rapport with Customers
* Team Spirit & Leadership Capabilities
* Tact to Deal with Multicultural Clients
* Clear and confident telephone manner
* Commitment to Service Excellence

**Career Snapshot:**

**Customer service/Receptionist**

Prime dry cleaners, Kenya Jan 2012-Mar 2014

**Key responsibilities:**

* Receiving customers and issuing of receipts
* Ensure customer satisfaction by solving their queries with immediate effect.
* Ensuring deliveries are made on time in order to avoid losing customers
* Receiving and handling cash payments.

**Receptionist**

Ruai motel, Kenya Dec 2015-Dec 2016

**Key responsibilities:**

* Greet guests upon arrival ensuring they feel welcomed.
* Ensure guests receive the accommodation expected
* Receive payments by cash adhering to the motel policies.
* Dealing swiftly and effectively to the guest complains and ensuring a follow through
* Refer unresolved customer grievances to designated department for further investigation.

**Volunteer**

Kenya Red Cross Society April 2014-Jul 2014

**Key responsibilities:**

* Peer counselling in various high schools around the area
* Conducting orientations for the new members
* Conducting visits on nutritional basis and doing referrals to hospitals
* Ensuring the membership list is up to date
* Data collection and filing of reports

**Intern**

Ministry Of Gender and Social Development May 2011-Aug 2011

**Key responsibilities:**

* Training women in the community about women enterprise fund
* Doing follow ups on various projects funded by the ministry
* Filling reports on various findings in the community
* Issuing and renewing certificates of various self help groups

**Education**

Bachelor of Arts in Community Development, Moi University April 2012-Dec 2015

Certificate in Social Development, Ricatti Business College May2010-July 2011

**IT Skills**

Proficient in MS Office Suite (Word, Excel, PowerPoint, Access) E-mail & Internet Applications

**Personal Details**

Nationality : Kenyan

Date of Birth : 9th April 1991

Marital Status : Single

Visa Status : Visit Visa

Languages : English & Kiswahili

**Reference**

To be furnished upon request.