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|  | **ERICK** [**ERICK.363585@2freemail.com**](mailto:ERICK.363585@2freemail.com) |
| Gender, Status: | Male, Single |
| Nationality: | Kenyan |
| Language: | English, Swahili |
| Location | U.A.E, Dubai |
| Visa: Visit Visa | |

# CUSTOMER SERVICE /GUEST RELATIONS/ADMINISTRATION

I am an experienced customer service and administration professional with experience in hotel, education and commercial management. An accomplished individual who is confident and works in a professional manner, along with exceptional multi-tasking and organizational skills. I am able to exhibit confidentiality, discretion, tact and professionalism when dealing with directors and senior managers while assisting with customer service, secretarial and administrative tasks.

# KEY SKILLS

* **Communication Skills:** Comfortable interacting at all organisational and cultural levels
* **Flexible and Adaptability:** Assimilate quickly in transitions, switching roles as needed to maintain productivity. Embraces new concepts and methods
* **Resourceful Problem Solver:** Adept in anticipating and analysing problems and formulating solutions
* **Detail Oriented and Conscientious:** Keen eye and attention to detail and inconsistencies, striving for flawless output.
* **Computer Proficiency:** All Microsoft suites and IT literate
* **Other Skills:** Customer service, Reception, filing, typing, word processing, transcribing dictation and speed notes

# CAREER OVERVIEW

* Organized and maintained calendars and scheduled all meetings and events.
* Orchestrated all aspects of meetings/events including transportation, meals, entertainment and promotional gifts.
* Managed executive travel arrangements including worldwide travel agreements for group meetings
* Maintained communication through organizing letters, memoranda and reports.
* Handled different highly confidential documents and information effectively.
* Updated files/databases and administered expense reports and time cards to be submitted to the CEO
* Answered, screened and directed all phone calls and clients.

# PROFESSIONAL EXPERIENCE

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| **ADMINISTRATIVE ASSISTANT ST.ANN’S COLLEGE – AUGUST 2014 – DECEMBER 2016** |

* Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
* Maintain electronic and hard copy filing system
* Open, sort and distribute incoming correspondence
* Perform data entry and scan documents
* Manage calendar for Managing Director
* Assist in resolving any administrative problems
* Run company’s errands to post office and office supply store
* Answer calls from customers regarding their inquiries
* Prepare and modify documents including correspondence, reports, drafts, memos and emails
* Schedule and coordinate meetings, appointments and travel arrangements for Managers
* Maintain office supplies for department

**GUEST RELATIONS ASSOCIATE – SAMETA HOTEL NAIROBI – 4 STAR JANUARY 2014- JULY 2014**

* Ensured that guests were well received on arrival and made them feel expected and welcome.
* Ensured that all guests got the accommodation/service they expected and that they were comfortable in their surroundings.
* Maintained an up to date knowledge of the hotel and local services and supplier’s information in order to respond to guests queries.
* Maintained awareness of guests’ profiles and guest history updates.
* Provided excellent customer service and efficiently and sensitively listened to guests complaints and ensure they are sorted out professionally.
* Carried out regular checks to ensure that the reception area was organized and in operation. In addition, ensured effective standard and checklists were completed and forwarded to the Assistant Front Office Manager.

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| **INTERN, CUSTOMER SERVICE REPRESENTATIVE, EXPOSURE INTERLINK ENTERPRISES, KENYA OCT 2012– DECEMBER 2013** |

* Acted as first point of contact for customers while projecting professional image at all times.
* Provided first-class customer experience resulting to satisfaction, loyalty and retention.
* Identify customer needs through asking open questions; confidently recommend and demonstrate appropriate products; recommend alternative or additional products at every sale opportunity and close the sale.
* Receive cash or payment in any authorized modes from customers, issue receipts/ bills against their purchase and provide professional cash point service.
* Handle customer complaints professionally and efficiently, in line with the company after sales policy.
* Demonstrate and maintain product knowledge, fashion trends, in store promotions at all times.
* Processed customer transactions and responded to inquiries in a responsive, accurate and timely manner.
* Applied basic concepts, practices and procedures of handling client’s complaints while meeting quality standards for customer services.
* Examined all relevant information to assess validity of complaints and to determine possible causes.
* Referred unresolved grievances to concerned department for further investigation.
* Kept records of customer interaction and transactions, document details of inquiries.

**EDUCATION**

# Mount Kenya University, 2015

Attained a **Diploma in Business Information Technology** Credit I

Awarded certificates in leadership through exchange programmes held in Mombasa, Kenya and at Nairobi, Kenya

**REFERENCES**

**To be provided upon request**