**CURRICULUM VITAE**

 Teresa.365146@2freemail.com

**PERSONAL DETAILS**

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| Name | : | Teresa  |
| Date of Birth : | 11th May1991 |
| Gender | : | Female |
| Nationality | : | Kenyan |
| Visa | : | Visit Visa |
| Languages | : | English, Swahili |

**CAREER OBJECTIVE**

* Seeking a position within a progressive organization that will utilize my knowledge to further its growth and to do all my responsibilities to the best of my ability in order to achieve my goal of providing high quality service.

**PERSONAL ATTRIBUTES**

* Self-motivated and innovative with exceptional interpersonal organizational skills.
* Result oriented, articulate and confident with ability to work under strict deadlines.
* Team player, self-starter with excellent communication skills.
* Open minded to change.
* Ability to thrive in high pressure paced environment with minimum supervision.

**WORKING EXPERIENCE**

**BINKA SAFARIS - NAIROBI**

July 2015 to Date ***Position: TRAVEL AGENT***

**Duties & Responsibilities**

* Planning and selling transportations, accommodations, insurance and other travel services.
* Book transportation, make hotel reservations and collect payment.
* Cooperate with clients to determine their needs and advise them appropriate destination , modes of transportations, travel dates costs and accommodation
* Dealing with occurring travel problems, complaints or refunds
* Enter data into our software and maintain client files
* Meet profit and sales target

**MA LECK HOTEL- NAIROBI**

Nov2014 - July 2015- Position***: HOSTESS***

**Duties & Responsibilities**

* Welcoming and greeting guests as they walk into the hotel
* Check in the guests as they walk into their respective rooms and upon departure also check them out
* Ensure customer needs and desires are met
* Relate with maintenance, transportation and security managers
* Room bookings over the phone
* Provide helpful and inviting environment to the guests
* Ensure lobby area is tidy and clean
* Attend to customer complaints

**CHANIA SUPERMARKET – NAIROBI**

January 2014-Nov 2014- ***Position: CUSTOMER SERVICE***

**Duties & Responsibilities**

* Resolve customer complaints via phone , email or social media
* Greet customers warmly and ascertain problem or reason for calling
* Assist in placement of orders , refunds or exchanges
* Work with customer service manager to ensure proper customer service is being delivered
* Sell product and services

**EDUCATION BACKGROUND**

Feb – March 2015 **PETTANS COMPUTER COLLEGE**

**Certificate in Computer Applications**

**Units covered**

* Introduction to computers
* MS Dos
* MS Windows
* MS Word
* MS Access
* MS PowerPoint
* Internet & email

December 2014 **UNITY COLLEGE OF PROFESSIONAL STUDIES**

**Certificate in tours & Travel Galileo Units covered**

* Encoding and Decoding
* Changing clients data
* Manual fares and ticketing
* Flight availability
* Timetable entries

Sept 2012-Sept 2014 **UNITY COLLEGE OF PROFESSIONAL STUDIES**

**Diploma in Air Travel Ticketing and Tourism Operations Units covered**

* Geography in planning
* Travel formalities
* Hotel facilities and services
* Airport essentials
* Customer care

December 2013 **MALECK HOTEL**

**In House Training in Food and Beverages**

**Units covered**

* Table setup
* Restaurant service
* Customer service
* Menu knowledge

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| 2006 | – 2009 | Huruma Girls High School |
|  |  | **Kenya Certificate of Secondary Education** |
| 1997 | -2005 | ABC Girl’s Academy |

**Kenya Certificate of Primary Education**

**HOBBIES**

* Travelling
* Reading Inspirational Books
* Socializing

**REFEREES:** Upon request