

# Caroline

# [Caroline.367136@2freemail.com](mailto:Caroline.367136@2freemail.com)

## CAREER OBJECTIVE

Obtain a position as a team-player in a people-oriented organization where I can maximize my experience in a challenging environment to achieve the corporate goals.

**Professional strengths:**

* Outstanding communication and interpersonal skills
* Excellent time management and organizational skills
* Persuasive, emphatic with good problem solving skills
* Good knowledge of Microsoft Outlook,MS Word, excel and Internet Explorer
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame
* Multi-tasking skills and ability to work under pressure

## WORK EXPERIENCE

**Organization:** Kenya Red Cross Society, Nairobi, Kenya  
**Duration:** December 2015 to March 2017  
**Designation:** Human Resources Assistant (HR Assistant)

**Duties:-**

* Maintain employee information by entering and updating employment and status change data.
* Provide secretarial support by entering, formatting, and printing information, organizing work, answering the telephone and relaying messages to various departments/staff.
* Maintain employee confidence and protecting operations by keeping human resource information confidential.
* Maintain quality service by following organization standards.
* Contribute to team effort by accomplishing related results as needed.
* Assisting with day to day operations of the HR functions and duties.
* Providing clerical and administrative support to Human Resources executives and assisting with day to day operations of the HR functions and duties
* Compiling and update employee records (hard and soft copies)
* Deal with employee requests regarding human resources issues, rules, and regulations
* Properly handle complaints and grievance procedures.
* Coordinate communication with candidates and schedule interviews.
* Maintaining records related to grievances, performance reviews, and disciplinary actions.

**Organization:** Safaricom, Nairobi, Kenya  
**Duration:** January 2012 to September 2015  
**Designation:** Customer Care Executive

**Duties:-**

* Complete contract forms, prepare change of address records, and issue service discontinuance orders.
* Obtain and examine all relevant information in order to assess validity of complaints and to determine possible causes, such as extreme billing.
* Prepares daily reports on the daily activities of Customer Care team
* Ensures that all the request, queries and complaint of customers are responded in a timely and professional manner
* Confer with customers by telephone or in person in order to provide information about products and services, take orders or cancel accounts, or to obtain details of complaints.
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as action taken.
* Resolve customer service or billing complaints by performing activities such as refunding money or adjusting bills.
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
* Refer unresolved customer grievances to designated departments for further investigation.
* Determine charges for services requested, collect payments, and/or arrange for billing.
* Provides all Back-office support tasks like sending and receiving mails

**EDUCATIONAL BACKGROUND**

* **September 2012 to December 2016** – Mount Kenya University, Thika, Kenya - Diploma in Human Resources
* **January 2008 to November 2011** – Kiamugumo Girls High School - Kenya Certificate of

Secondary Education – **O’ Level.**

**Hobbies/Interests**

-Mingling and interacting, socializing, learning different cultures, travelling and fashion.

**PERSONAL DETAILS:**

**Marital Status: Single**

**Nationality: Kenyan**

**Date of Birth: 9th June 1994**

**Visa Status: Visit Visa (Expiry 27th July 2017)**

**Preferred location: Any**