**PERSONAL DATA**

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| NAME : EDWIN  NATIONALITY: KENYAN  GENDER: MALE  LANGUAGE: ENGLISH AND SWAHILI  [EDWIN.373605@2freemail.com](mailto:EDWIN.373605@2freemail.com) | |
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| CAREER OBJECTIVE | * To be able to use my knowledge regarding all aspects of life and willing to offer myself for new career opportunities. * To nurture and develop my skills along with inevitable technology and massive changes with world. |
| WORK EXPERIENCE | **APRIL 2016 TILL SEPTEMBER 2017**  **MERAAS HOLDING COMPANY-DUBAI**  **POSITION: Customer and sales service associate(Hub zero and The VOID Dubai)**  This has far been my best working experience yet as I got to indulge in different cultures and gain so much work expertise more than I could ever imagine.  **DUTIES:**   * Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service. * Treating all the customers with equality and making them feel satisfied. * Able to assist guests in any way possible during times of complaints by implementing service recovery. * Always maintaining a happy and cheerful personality so as to creating a more welcoming atmosphere to the guest. * Try to create and an atmosphere where you engage the guests until they become repetitive customers.   **Skills and Competencies:**   * Ability to operate all equipment necessary to perform the job * Ability to communicate with associates and customers * Ability to read, count, and write to accurately complete all documentation   **Achievements**   * Excellent organizational, analytical and interpersonal skills. * Interact with customers providing exemplary customer service. * Dedicated and committed, willing to take on challenging roles**,** tough assignments and work to tight deadlines   **2014-2015**  **SAFARICOM LIMITED(Mobile service operator)**  **POSITION: Sales and customer service Associate**  **DUTIES:**   * Maintain an awareness of all promotions and advertisements. * Assist in processing and replenishing merchandise and monitoring floor stock. * Aid customers in locating merchandise and also trying to upsell products. * Communicate customer requests to management. * Assist in ringing up sales at registers and or bagging merchandise. * Assisted in customer support calls due to various issues of troubleshooting.   **2013-2014**  **THIKA MOTOR DEALERS KENYA LIMITED**  **Position: Customer service Associate**  **Responsibilities:**   * Homely welcome of a customer into the showrooms. * Ensure well display of item in the shop * Dealing with customers complains. * Convincing customer that our rates are pocket friendly. * Providing reception, marketing and sales support relief. * Ensuring cleanliness in the shop. |
| EDUCATIONAL QUALIFICATIONS | * **2010-2012: KENYA INSTITUTE OF MANAGEMENT**   AWARDED: DIPLOMA IN BUSINESS MANAGEMENT   * **2006-2009: UPPER HILL HIGH SCHOOL**   AWARDED: CERTIFICATE IN SECONDARY EDUCATION (KCSE)   * **1998-2005 ROCKFIELDS PRIMARY SCHOOL**   AWARD: KENYA CERTIFICATE OF PRIMARY EDUCATION (KCPE) |
| PERSONAL ATTRIBUTES | * Ability to work well with people of different personalities and serve them in a professional manner. * Good leadership, teamwork abilities and organizational skills. * Enthusiastic, open minded, ready to learn and adapt to new challenges * High sense of personal and corporate integrity. * Strong organizational and time-management skills. |
| **REFEREES** | * Available upon request. |
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