**PERSONAL DATA**

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| NAME : EDWIN NATIONALITY: KENYANGENDER: MALE LANGUAGE: ENGLISH AND SWAHILIEDWIN.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.
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| 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.
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| 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.
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| **REFEREES** | * Available upon request.
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