

**Mr. Ismail**

**Personal Information**:

Gender : Male

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Nationality : Kenyan

Marital Status: Single

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| --- | --- |
| Languages | : |
| English | (Excellent) |
| Swahili | (Native) |
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**Curriculum Vitae**



**Objective**



A talented professional with over 4 years’ experience seeking for an opportunity in a new and challenging industry that will contribute to my professional growth. Proficient in handling multiple assignments and develop solutions to challenging business problems, I have handled areas of customer service, clerical, administration, Sales and pool lifeguarding. I am confident that if provided with the opportunity to serve your organization, I can prove myself an important asset through my dedication and highest level of professionalism.



**Key Skills:**



* Microsoft office proficiency (Outlook, Word, Excel, PowerPoint).
* Excellent oral and written English communication skills
* Detail oriented, proactive, a team player, driven and committed individual
* Strong swimmer



**Employment History:**



* **Galaxy World Electronics**

(March 2016 – November 2017)

Electronics Sales Associate

* Responsible for working the sales floor and assisting customers with the product selections.
* Often called upon to assist customers who had complex questions or were unruly with their product demands.
* Recommends equipment to meet customer requirements, considering salable features, such as flexibility, cost, capacity, and economy of operation.
* **SAROVA WHITE SAND HOTEL**

(June 2015 – February 2016)

Pool Lifeguard

* Observed and organized activities of swimmers.
* Provide swimming lessons, enforced applicable pool policies and regulations.
* Recognize emergencies and respond immediately.
* Provided emergency care
* Took part in work area cleaning and maintenance,
* Maintained records, reports, and activity logs
* **HOTEL BAMBUCHA NYALI**

(February 2014 – April 2015) Receptionist/Cashier

* Manage the front desk by receiving incoming calls, greeting and attending to customers.
* Inform guests about the availability of tables and direct them to the tables.
* Keep records of guests who visit the restaurant.
* Assist customers with answers to queries, and proffer solutions to issues within your capacity.
* Collaborate with other restaurant staff and the management to ensure that customer complaints are properly attended to in a timely manner.
* Ensure that clients make payment for services before they exit the restaurant
* Keep clear records of payments received and make detailed notes of balance payments.
* Check restaurant’s emails and respond to them accordingly; draw the attention of management to certain mails when necessary.
* Communicate with other staff, such as dinners, informing them of clients’ bookings, needs and complaints.

**Curriculum Vitae**



**Education:**



➢ 2001-2008 SOS HERMANN GMEINER – (KCPE)

➢ 2009-2012 TONONOKA SECONDARY –(SCHOOL)



**Training Courses Accomplished:**



➢ JANUARY- JUNE 2013 MEMON COLLEGE –APPLICATION PACKAGES

➢ KENSAFE DRIVING SCHOOL -DRIVING OF FORKLIFT,HEALTH &SAFETY



**IT Skills:**



❖ MS Office



**Soft Skills:**

❖ Quick learner with the ability to grasp complex information.

❖ Highly regarded for a proactive attitude and ability to think quickly and laterally, providing ideas & solutions to complex problems.

❖ Highly dedicated individual achieving an envied reputation for a consistent initiative in pursuing duties beyond the normal expectations of the job.

❖ Detail oriented and highly resourceful in the completion of projects with ability to multitask and meet strict deadlines.

❖ Strong interpersonal skills, confident and poised interactions with individuals at all levels.

❖ Readily developing rapport with clients and colleagues.

❖ Ability to work under varied circumstances.

❖ Possess strong leadership qualities.