**CURRICULUM VITAE**

**PERSONAL DETAILS**

NAME: Jackson

Gender: Male

Date of Birth: 25th July1994

Nationality: Kenyan

Marital Status: Single

Language: English and Swahili (written and spoken)

E-mail: [Jackson.379627@2freemail.com](mailto:Jackson.379627@2freemail.com)

**PERSONAL EVALUATION**

I am purposely driven, highly motivated, hardworking, trust worthy and a young individual with an accurate self-image. I am more interested in team welfare, even willing to undertake new challenges and can work with least supervision.

**CAREER OBJECTIVES**

To use my professional to contribute positively to the development of the society, institution and my employer through advancement in knowledge and willingness to lean and share knowledge with others. To handle challenging tasks with diligence and ensure success of roles assigned through responsibility and with minimal supervision.

**EDUCATIONAL BACKGROUND**

* International Center of technology :Fire fighter and Safety
* 2014-2015 Jomo Kenyatta University Agriculture and Technology
* 2009-2013 Immaculate Con. Mukuyu Secondary School
* 2004- 2009 Lukhuna Primary School

**WORKING EXPERIENCE**

COMPANY NAME: Aljaber Engineering and Contracting Co.W.L.L

INCLUSIVE DATE: 8th June 2015 -25th July 2017

POSITION: Customer Service

Main duties andresponsibilities

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Suggest solutions when a product malfunctions.
* Work with customer service manager to ensure proper customer service is being delivered.
* Close out or open call records.
* Compile reports on overall customer satisfaction.

COMPANY NAME: Automobile Association of Kenya.

INCLUSIVE DATE: 6th Jan 2015- 25th May 2015.

POSITION: Cctv Operator

**DUTIES**

Main duties andresponsibilities

* To operate and monitor all system within the control center in an efficient manner ensuring all the work is undertaken.
* To record all event and action taken clear, legible and accurate written format. To provide an efficient and courteous radio and telephone answering service and deal efficiently.
* To report equipment failure to the site supervisor to maximum operation of the system.
* To maintain a secure system for providing data in accordance with the regulations set up by council.
* To maintain the provision of information required to CCTV manager and the supervisor to insist in monitoring the CCTV systems and other security system.
* To be aware of your responsibilities in terms of health, safety.

COMPANY NAME: Rockers Constructors Company.

INCLUSIVE DATE: 7th May 2014- 1st Jan 2015

POSITION: Receptionist

**DUTIES**

* Booking meetings
* Arranging couriers
* Keeping the reception area tidy
* Answering and forwarding phone calls
* Screening phone calls
* Sorting and distributing post

**SKILLS**

* Patience
* Attentiveness
* Clear Communication Skills
* Knowledge of the Product or Service
* Acting Skills
* Time Management
* A Calming Presence
* Goal Oriented Focus
* Ability to Handle Surprises
* Persuasion Skills
* Tenacity
* Closing Ability
* Willingness to Learn