**AREAS OF EXPERTISE**

*Customer service*

*Stationary ordering*

*Minute writing*

*Administrative tasks*

*Computer literacy*

PROFESSIONAL

*Swahili Speaker*

*English speaker*

*First Aid qualified*

PERSONAL SKILLS *Quick learner Proactive*

*Superb customer service*

*Friendly outlook*

*Influencing skills*

*Excellent communication skills*

HOBBIES

*Swimming*

*Playing basketball*

PERSONAL DETAILS

*E;russel.381055@2freemail.com*

*D.O.B:26/02/1997 Marital status: single*

*Driving license: Yes*

*Nationality: Kenyan*

Telephone: +971 55 630 1753

Russel



Receptionist

PERSONAL SUMMARY

An articulate, confident and individual of smart appearance that has excellent interpersonal and communication skills both on the telephone and in person.

Russel is able to present a professional image, in line with any employer’s core values to all people contacting or visiting his office. He is approachable with professional manner and is able to create an immediate first good impression with anyone he meets. One of his strongest points is the ability to deal calmly with visitors under challenging conditions. Right now he is looking for a suitable position with an ambitious company where he will have the opportunity to work within a varied and busy work environment.

WORK EXPERIENCE

***Imperial Hotel Kisumu, Kenya***

RECEPTIONIST June 2017– April 2018

Responsible for meeting and greeting visitors and providing them with a fist class customer service. Also in charge of maintaining a pleasant and welcoming, but efficient and professional reception area.

***Duties****:*

* Effectively & professionally answering the telephone and dealing with enquiries. 
* Receiving deliveries, couriers, incoming faxes & arranging distribution to recipients. 
* Logging information on calls received and maintaining detailed records . 
* Organising the meeting rooms and overseeing visitor car parking. 

 Meeting and greeting visitors ensuring they are signed in and inducted.

* Typing letters, reports and other documents often of a sensitive and confidentialnatureincorporatehousestyle.
* Ensuring that the reception & meeting room areas are clean & welcoming. 
* Scanning documents and updating internal systems. 
* Archiving paper files (and co-ordinating off site filing resources). 
* Booking meeting rooms and making suitable catering arrangements as requested.
* Monitoring stationary stock and reordering when required.
* Dealing with any enquiries at the reception. 



***Victoria Hotel Kisumu***

RECEPTIONIST May 2016 – June 2017

KEY SKILLS AND COMPETENCIES

Flexible and able to adapt easily to new situations and developing workloads.   Ability to evaluate tasks and suggest improvements. 

 Professional & approachable telephone manner, can deal with customers at all levels. 

 Can offer a warm and friendly greeting to visitors. 

 Ensuring efficient running and operation of the reception desk.

 Good IT skills including knowledge of Excel, Word and Outlook. 

* Logical and methodical approach to working. 
* Ability to work on own and as part of a team. 
* Ability to listen and anticipate. 
* Self motivated, proactive and hardworking.



ACADEMIC

QUALIFICATIONS

*Nairobi Aviation*

*College2016 – 2017*

***Diploma in Cabin***

***Crew/Air Hostess &***

***Computer studies***

*Saint Alloys High School*

*2012 - 2015*

***O levels: Kenya***

***Certificate of***

***Secondary Education***

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REFERENCES –

Available on request.