**CURRICULUM VITAE**

**GEORGE**

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**Career Objective**

Seeking a position as **CUSTOMER CARE/SALES PERSONEL** that will build on my skills and experience in an organization where individual and organizational objectives can be blended for the concurrent growth.

**Profile**

* Five (5) years of experience in stores and customer service
* A Higher Diploma in Business Administration& Management plus ICT
* Have excellent computer skills in English
* Have excellent supervisory & customer service skills
* Have acquired knowledge on health safety & environment skills
* Obtains basic Firefighting/First aid & CPR skills
* An efficient part of the team who can increase proficiency and productivity
* Ability to work effectively and congenially with employees & clients at diverse levels
* Adherence to deadlines without sacrificing quality of output
* Systematic and methodical approach to work
* Ability to put extra efforts when called for
* Energetic and capable of working with minimal support and a good deal of autonomy.

**Career Achievements:**

1. **Next Generation School – Front Office**

**(April 2017 – Till date)**

**Responsibilities:**

* **Welcoming pupils and other visitors at the main reception**
* **Controlling of the pupils coming and going out of the facility through the reception**
* **Monitoring of the incoming and outgoing students/visitors and parents**
* **Check and balances plus monitoring of the school properties through cctv mechanism**
* **Feedback reporting of the daily workings**
* **Assisting and coordinating of operations with other departments**

1. **FMM(Facility Management & Maintenance co(LLC)-Doha, Qatar**

**(March 2015 – 25th May,2016)**

**Position**: Team member – Customer experience

**Responsibilities:**

* Accepting the punched ERP order from various Airport lounge
* Reconciling the order papers with physical items for dispatch
* Confirming the quality & quantity of products and their validity
* Handing over the ordered items to respective lounges and verifying with the lounge Supervisor for correctness of the order and the delivery.
* Guiding and assisting newly recruited security personnel.
* Follows operational and shift change procedures and tasks.
* Determines priorities at shift start and plans for daily activities.

**Safety and Security:**

* Knows all safety, emergency and accident prevention procedures.
* Adheres to safety and security guidelines, follows emergency procedures and responds promptly,

and is familiar with the use of a fire extinguisher.

* Is conscientious of and preserves personnel and guest security, property and privacy at all

times.

* Manages and utilizes equipment in a safe manner.
* Documents and reports any observed or known safety hazards, conditions or unsafe practices to

the zone managers/coordinators.

1. **EMIRATES FLIGHT CATERING CO (LLC) UAE DUBAI**

**(December 2011 – September 2014)**

**Position**: Team Member – Store man/Customer care (F & B Airport)

**Responsibilities:**

* Accepting the punched ERP order from various Airport lounge
* Reconciling the order papers with physical items for dispatch
* Confirming the quality & quantity of products and their validity
* Handing over the ordered items to respective lounges and verifying with the lounge Supervisor for correctness of the order and the delivery.

**Position**: Team Member – Food Craft

**Responsibilities:**

* Confirming delivery order from Costa coffee outlets
* Confirming the delivery items with the EKFC bakery and cold kitchen sections
* Segregating the items as per the delivery order from Cost coffee
* Dispatching packed items for deliveries.

1. **DANKA INVESTMENT LTD.**

**(June 2010 – 2011)**

**Position**: Customer Care

**Responsibilities:**

* Making daily sales summary
* Welcoming customers with a smile and courtesy
* Ensuring that the goods are there in time and in the right way
* Maintaining professional and courteous relationship with customers
* Initiating sales calls and making face to face sales appointments
* Addressing customer’s questions and concerns
* Providing prompt and enthusiastic product knowledge to customers
* Achieving sales objectives by personally selling the products knowledge to customers
* Ensuring standard service of goods to the customer’s satisfaction
* Maintaining cleanliness in all warehouses.

1. **KK SECURITY LTD – NAIROBI(KENYA).**

**(May 2006 – June 2007)**

**Position**: Security Guard

**Responsibilities/Duties:**

* + Assisting visitors where they need help.
* Ensuring security in work stations parking bay.
* Monitoring the closed circuit cameras.
* Checking guests using detectors.
* Guiding and assisting newly recruited security personnel.
* Follows operational and shift change procedures and tasks.
* Ensures Guest entry and exit interviews protocols are adhered to.
* Recording identification details of visitors.
* Uses all communications equipment for the benefit of the company only.
* Attends department meeting.

1. **SPARKS COMPU SYSTEM/DAVIES COMPUTER TRAINING**

**(January 1999 – February 2003)**

**Position** : Operations Officer

**Responsibilities /Duties**:

* Welcoming customers in the premises and providing seamless meet and greet services each time
* Intense marketing of products and services offers within and beyond borders
* Attend to calls and taking reservations for customers
* Giving assistance to new staff
* Delivering excellent and professional service
* Advising the customers of different products and services.

1. **KENYA FARMNUT M.C.S.**

**(January 1995 – July 1998)**

**Position**: Customer service

**Responsibilities/Duties:**

* Assisting in sourcing, rising and promoting new products
* Ensuring proper display of products for a good reach of customers
* Answering customers questions whenever they need assistance
* Attending to customer’s request promptly and efficiently
* Taking stock and ensuring quality service delivery

**Education Qualification:**

**June 2003- May 2004 - EAST AFRICAN CHARTERED INSTITUTE DIPLOMA (BUSINESS ADMINISTRATION & MANAGEMENT)**

**Diploma** - Business Communication

-Business Finance

-Business organization and environment

**Diploma** -Marketing

**Diploma** -ICT (Information & Communication Technology)

**1998 SPARKS COMPU SYSTEM**

- Windows ‘95

- MS Office

**1996 INFOTECH TRAINING COLLEGE**

- Dbase Programming

- Clipper V Programming

**1993 ST. JOSEPH TRAINING COLLEGE**

- Data Base Management

- Word Processing

**1989- 1992 KANGEMI HIGH SCHOOL (K.C.S.E)**

**1981- 1988 RIRUTA SATELLITE PRIMARY SCHOOL (K.C.P.E)**

**On Job Training:**

**2015 September : Enertech Safety Training Centre, Doha –Qatar**

* Basic Fire Fighting
* Basic First Aid & CPR

**2015 August: FMM HSE, Quality and Training – Hamad International Airport Doha(Qatar)**

* Managing Health safety and environment
* Risk assessment
* Method of statement and procedures

**HOBBIES:** Swimming, travelling, reading, socializing and watching movies/documentaries.

**Personal Details:**

* Date of birth : 7th March 1974
* Marital status : Married
* Languages : English, Swahili
* Nationality : Kenyan
* Religion : Christian
* Visa : Residence Visa
* Height : 5’8
* Weight : 78 kgs

**REFEREES: UPON REQUEST**