CURRICULUM VITAE

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| **PERSONAL DETAILS****Name :Vivon** **E-mail address :** **vivon.381927@2freemail.com**Nationality **:** Kenyan Sex **:** FemaleStatus **:** SingleVisit Status **:**Visit Visa |  |
| **CAREER PROFILE:** I am a self motivated, hardworking and energetic, looking to find work within any sector. I work effectively both within a team and individually. I believe that I will be an invaluable asset to any organisation giving my experience, dedication and the great pride that I take in my work.**WORK EXPERIENCE****Jan 2018- March 2018: Acquisition Assistant at Dukamall, Nairobi****Responsibilities*** Monitor the performance of the website
* Signing up vendors and uploading their products to the website
* Receive the order and check the whether the order received is in good condition
* Communicate the requirements to vendors

**AQUIRED SKILLS*** Strong team player and individually
* Good relationship with clients
* Always polite and helpful
* Improved communication skills
* Organization and time management
* Accuracy and Attention to detail

**Jan 2016-Dec 2017: Customer Care Agent at Safaricom, Nairobi****Responsibilities*** Doing M-pesa transactions of sending and withdrawing money for clients.
* Enrolling and registering clients to use the Mpesa services.
* Greeting customers when entering and when leaving the establishment
* Resolved customers complaints, guide them and provide relevant information
* Recording all money received and paid out
* Under taking till balancing and administrative activities in efficient manner
* Banking a large volume of cheques, issuing change, receipts and refunds
* Keep records of transactions
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Ensure pricing is correct
* Ensured all the working areas are clean
* Trained new employees

 **ACQUIRED SKILLS*** Improved communication skills as I had to interact with clients from diverse background

and attend to their needs. * Improved customer service
* Time management
* Flexibility through multitasking
* Friendliness
* Able to work with minimal supervision thus became more accountable and responsible at the work environment.
* Developed telephone Etiquette

**EDUCATIONAL BACKGROUND****Diploma in Clearing and Forwarding:** BeamsInternational Training College, Kenya, 2015**Kenya Certificate of Secondary Education:** Otok Mixed Secondary School, Kenya, 2013**Kenya Certificate of Primary Education:** Pier Got Primary School, Kenya**INTEREST AND HOBBIES:*** Traveling
* Making new friends
* Sports

**SKILLS:*** Ability to multitask and beat deadlines
* Team player
* Effective Communication skills
* Time management
* Adaptability
* Sensitive to others needs

**REFEREES:**Available upon request. |
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