CURRICULUM VITAE

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| **PERSONAL DETAILS**  **Name :Vivon**  **E-mail address :** [**vivon.381927@2freemail.com**](mailto:vivon.381927@2freemail.com)  Nationality **:** Kenyan  Sex **:** Female  Status **:** Single  Visit 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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