**CURRICULUM VITAE**

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 **PERSONAL DETAILS**

 Name : Gladys

 Date of Birth : 15th April 1992

 Gender : Female

 Nationality : Kenyan

 Marital status : Single

 Visa status : Employment

 Languages : English, Kiswahili

 Email address gladys.382816@2freemail.com

**PERSONAL SPECIFICATION**

I am an intelligent, hardworking, ambitious lady who is highly motivated, committed, self driven, honest, analytical, team player with decision making skills. I Am Medically fit, Strong, Young and Energetic. I work with or without Supervision with a Lot of care towards my roles and responsibilities. I Am Fluent in English, both Written and spoken, Friendly and social that will enable me stay and Work with all Nationalities. I have got speed typing and data entry skills full competency in computer applications. I am able to learn new techniques and perform them perfectly within a short period.

**CARREER SUMMARY**

* Great customer service skills.
* Ability to work under pressure and good team player.
* Ability to perform multiple tasks.
* Excellent Organisation and detail-oriented skills.
* Ability to work in a team and motivate others to achieve set targets and goals.
* Good organizational skills and interpersonal communication skills.
* Ability to learn new concept and ways of doing things quickly.
* Flexible and able to work in a demanding environment.

**EDUCATION BACKGROUND**

**2017 - 2017: First Security Group-Dubai - Certificate in SIRA**

**2011-2013: Mount Kenya University -Higher Diploma in Purchasing and supplies**

**2011-2011 : Click technologies. -Certificate in computer applications.**

**2007-2010: sparkle high school. - Kenya certificate of secondary Education**

Career Achievements:

* Successfully achieved organizational targets by maintaining a clean and friendly

 Environment.

* Awarded a Certificate of the best employee of the month.
* Awarded certificate for outstanding customer’s service.

 **WORK EXPERIENCE**

**2017- Up todate Technowel Security-Newlands school**

**Responsibilities.**

* CCTV Operator
* Welcoming and supervising students during drop off and pick up time.
* Ensuring the safety of the students and everyone in the premises.
* Patrolling and monitoring people’s movement inside the premises
* Assists administrators and staff in crisis and emergency situations.
* Supervises and directs pupil movement.

 **2015-2017 Transguard -Dubai Metro**

 **Responsibilities.**

* Housekeeping supervisor and customer service

**2014-2015 NATIONAL HOUSING CORPORATION**

**Responsibilities- Assistance procurement officer**

* Tender opening
* Writing of Local purchasing order(LPOs
* Filling copies of LPOs to act as an evidence
* Issuing requests for quotation to the prequalified suppliers
* Writing requests for quotations
* Preparing suppliers database
* Issuing of memos
* Selling of Tenders
	1. **Tuskys SUPERMARKET**

**Responsibilities - CUSTOMER SEVICE.**

* Welcoming customers by greeting them and offering them assistance.
* Receiving payment by cash, cheque, credit cards.
* Processing payments by totalling purchases.
* Working as part of team and assisting colleagues when necessary.
* Count money in cash drawer at the beginning of shifts to ensure that amount is correct.
* Identify prices of goods and services or admissions and tabulate bills using calculator, cash registers or optical price scanner.
* Issuing receipt, refunds, credit or change due to customer.

**2011-2013 Kenya Revenue Authority**.

**Responsibilities. Receptionist**

* Greeting and welcoming visitors.
* Giving information and interpretations of policies or procedures related to all activities.
* Sort and classify incoming mail and other information for efficient disbursement to receipts.
* To prepare letters, memoranda, reports according to the instruction given.

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**ABILITIES**

* Able to research and write reports
* Good communication skills.
* Able to use computer soft ware such as Ms- Word, Excel, MS-PowerPoint, MS- Access, and Publisher.
* Able to use computer Hardware

**HOBBIES**

* Playing indoor games like scrabble
* Adventurous
* Socializing and making friends

**DECLARATION**

I certify that the above are true and correct to the best of my knowledge and ability. If given a chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.