***Curriculum Vitae***

**CAROLINE**

Email. iD : caroline-390628@2freemail.com

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| **Bio Data** | **Gender:** Female |
|  | **Nationality:** Kenyan |
|  | **Marital Status:** Single |
|  | **Visa** Tourist visa |
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**Personal Profile**

1. result-driven professional with an aspiring progressive career with a **Bachelor** in Business Management, holding a diploma and a certificate inthe same field**.** Through my previous work experience at safari park hotel (Kenya) and Gold state hotel (Dubai) I have proven to be self-driven, ambitious, analytical, a fast learner and pride myself as a true team player with good interpersonal skills. I possess a great desire and drive to prosper in all work that I venture into. I strongly believe in honesty and integrity and I am very reliable. I desire to work within a challenging and rewarding environment, which will give me an opportunity to utilize my acquired skills, apply my academic knowledge that leads to both personal and organizational growth.

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|  |  | **Education** |  |  | Bachelor in Business Management |  |
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|  |  |  |  | **JAN 2013\_December** | Chuka University |  |
|  |  |  |  | **2014** | **(**Second classhonors’ –Upper Division**)** |  |
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|  |  |  |  |  | **Thesis: County Sacco (co-operative bank)** |  |
|  |  |  |  |  | Diploma in Business Management(CREDIT) |  |
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|  |  |  |  | **September** | Chuka University |  |
|  |  |  |  | **2011\_2012December** |  |
|  |  |  |  |  | **Certificate in Business Management** |  |
|  |  |  |  |  |  |
|  |  |  |  | **May – August 2011** |  |
|  |  |  |  |  | Chuka University |  |
|  |  |  |  |  | **Kenya Certificate of secondary school(O\_Levels)** |  |
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|  |  |  |  | **2007\_2010** | St Joseph’s girls high school |  |
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**Skills**

* **Planning and Organizing**: Refined planning and organizationalskills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.



* **Work Experience**

➢ **Analytical and Problem solving:** I have the ability to solve complicate problems in the best way and make accurate and informed decisions. I am able to combine patience, determination, and persistence to troubleshoot client issues.

* **Relationship Builder:** I have strong ability to createrelationships for a company brand and I am also able to connect with consumers directly to help them with their questions, issues, and concerns.



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| **2015 Feb – February** |  |
| **2018** | Safari Park Hotel Casino (KENYA) |

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| **2017 May -** |  |  | Re-Opening of Gold state hotel 4star(Dubai) |  |
| **November 2018** |  |  |  |
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**SAFARICOM**

**Position: Front Desk Receptionist**

**RESPONSIBILITIES**

* Greet and welcome guests as soon as they arrive at the hotel.
* Direct visitors to the appropriate person and office
* Answer, screen and forward incoming phone calls
* Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
* Provide basic and accurate information in-person and via phone/email
* Receive, sort and distribute daily mail/deliveries
* Maintain hotel security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
* Order front office supplies and keep inventory of stock
	+ Update calendars and schedule meetings.

**Gold state Hotel**

**Front Desk Receptionist**

**Responsibilities**

* Welcome visitors and make sure they are assisted promptly
* Collaborate with the HR department in scheduling of interviews
* Offer general administrative support to the directors
* Respond to telephone calls promptly, screens and forwards calls appropriately.
* Keep staff movement diary and meetings room diaries.
* Make sure visitors are directed to the right office.
* Offer general administrative support to agents
* Respond to all customer queries and interactions with courtesy and respect.
* Preserve a clean and tidy reception area and all the offices in the second floor.
* Collect and record mail and ensure incoming mail is distributed promptly and outgoing mail is dispatched quickly
* Document and promptly communicate messages to respective staff.