**PERPETUAL**

E-mail: [perpetual-393864@2freemail.com](mailto:perpetual-393864@2freemail.com)



**CAREER OBJECTIVE**

To pursue a career within an organization offering a structured personal professional development program within a challenging and dynamic environment.

I anticipate a clear growth path that would ultimately lead to the attainment of my career objectives.

**WORK EXPERIENCE**

**APRIL 2019**

**Sales representative**

Roles & Responsibilities

* Greeting customers, responding to questions ,improving engagement and proving outstanding customer service
* Operating cash registers, managing financial transactions and balancing drawers
* Cross-selling products to increase purchase amounts
* Introducing promotions and opportunities to customers
* Maintaining an orderly appearance throughout the sale floor
* Directing customers to merchandise within the store
* Achieving sales goals and targets
* Helping determine pricing schedule for quotes ,promotions and negotiations
* Negotiating all contracts with prospective clients
* Answering clients questions about credit terms, products, prices and availability
* Understanding and promoting companies product

**SEPT 2016 – Jan 2019**

**Customer service/sales associate**

Roles & Responsibilities:

* Greet visitors and employees courteously and cater for their special requests, needs and complaints
* Develop electronic filing and archive system and technical library for easy to issuance, storage, retrieval and management of documents to internal and external customer
* Answer and forward phone calls to appropriate individuals and departments
* Archive and number/label documents according to the ISO 9001:2008 standardization.
* Prepare daily, weekly and monthly project progress reports.
* Coordinate office management activities to aid executives
* Research and compile confidential documents
* Take and record minutes of the meeting
* Screen incoming correspondence and ensure delivery to intended recipient
* Compose letters and other correspondence
* Prepare incoming and outgoing mail and packages
* Oversee maintenance of the reception and waiting area

**Jan 2014 –June 2016**

**Customer service/ sales representative**

Roles &Responsibilities;

* Well-versed in greeting visitors, scheduling appointments, and handling administrative and clerical duties
* Schedule customer bookings and guide them about available rooms and suites
* Adept at answering phones, faxing, and filing
* Computer savvy: Proficient in MS Office (Word, Excel, PowerPoint and Outlook)
* Welcome visitors, guests and customers as they arrive
* Provide information asked for and direct them to the right departments
* Assist visitors and customers to the right staff member
* Handle telephone calls and direct them to the right recipient
* Distribute incoming mail and manage outgoing correspondence
* Hand out employee application, memos and notices
* Following standardized company procedures relating to all aspects of Office performance

**EDUCATION AND QUALIFICATIONS**

* **2013-2015:**Moi University Nairobi - Kenya

Advanced Diploma in Hospitality

* **2009-2012G**itweGirls High School

Kenya Certificate of Secondary Education

**PERSONAL DATA**

Date of Birth: 10 October 1994

Gender: Female

Marital Status: Single

Nationality: Kenyan

Languages: English & Swahili

Visa Status: Resident visa (Freezone)

**HOBBIES**

* Languages learning, literature &traveling

**REFEREES**

Available upon request