**PERSONAL DETAILS**

**Name:** Mary

**Gender:** Female

**Nationality**: Kenyan

**Visa Status:** Free zone Visa

**Languages:** English and Swahili

**Email:** mary-394906@2freemail.com

**PROFESSIONAL PROFILE**:

I’m a HR Professional with extensive HR experience and customer service. Currently working with Transguard Group and have been recognized with several awards along my career path. Colleagues know me as a highly creative individual who can always be trusted to come up with a new approach. But I know that the client’s business comes first, and I never try to impose my ideas on others. Instead, I spend a lot of time understanding the business and the audience before suggesting ideas. I can (and often do) work well alone, but I’m at my best collaborating with others.

**CAREER QUALIFICATION:**

* Excellent spoken & written communication skills in English.
* Can multi-task & work under pressure and meet deadlines.
* Possess excellent organizational, communication and computer skills.
* Demonstrated ability to effectively plan, coordinate and meet deadlines for projects.
* Highly capable of successfully contributing to any work environment in the organization.
* Work well independently and as well as a motivating team member.
* Have analytically, interpersonal and communication skills.
* Have good organizational skills.
* The ability to meet any tough situation under any circumstances with effective time management.

**EDUCATIONAL ATTAINMENT/QUALIFICATION PROFILE**

* Graduated with Diploma in Marketing Management
* High school O level certificate from Gilgil day secondary School
* Have basic customer service course
* MS Office suite of application
* Telephone attequites
* Business writing skills

**JOB TITLE: Recruitment Assistant.**

**Year Feb 2014 – Oct 2019**

**Main Responsibilities**

* Provide administrative support to Human Resources department of the organization
* Establish and post job adverts on job search websites
* Schedule and organize interviews with suitable candidates
* Prepare necessary documents, job description, screen tests and interview questions for the organization
* Communicate requirements and duties to prospective candidates
* Assist recruitment specialist in screening eligible candidates
* Maintain good relationship with all candidates, employees and corporate clients
* Keep records of candidate interviews and report them to recruitment managers
* Participate at recruiting events when the manager cannot attend
* Maintain the internal CV-s database

**Bank of Kenya**

**JOB TITLE: Customer Advisor**

**Year 2008-2010**

**Main Responsibilities**

* **Setting up and maintaining customers’ accounts**
* **Dealing with enquiries**
* **Promoting and selling financial products and services to customers (if you have approval to do this)**
* **using a computerized system to update account details**
* **General administration tasks such as maintaining records, opening post and sending letters to customers**
* **Helping customers with loan and mortgage application**

**YEAR 2011-Dec 2013**

**JOB TITLE: Customer Service/Security officer –Emirates Group Security**

**Main Responsibilities**

* Providing excellent security service to the passengers at The Dubai International Airport.
* Escorting Business and First class passengers to the launches and in the flights.
* Making daily reports and security information to and from different shift.
* Access control at the check in counters and the boarding gates.
* Providing security and supervision on the Flights before departure.
* Conducting security cabin search on the aircraft as per TS rules before departure.
* Ensuring that all cargo and passengers undergo the proper scanning procedures.

**Volunteer Experience & Causes**

Causes Mary cares about**:**

* **Children**
* **Economic Empowerment**
* **Education**
* **Environment**

**REFERENCES UPON REQUEST:**