CAROLINE

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**Profile Synopsis **

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Versatile, dynamic and Customer-oriented professional offering 7+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; Possess practical work experience in handling Sales, Customer Service related functions, Reception and Front Office, Booking & Reservation and Guest relations. Demonstrated competencies in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with exceptional communication, analytical, coordination, organization, time management, problem solving, interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths** | |
| * Gained 7+ years experience within diversified industry * Outstanding Customer Service & Time Management * Capabilities to Multi-task and meet tight deadlines * Tact to deal with Multi-cultural Clientele * Excellent Tolerance & Problem Solving Skills | * Competency in Sales, Admin & Customer Service * Strong Analytical, Organization & Coordination skills * Ability to handle pressure with ease & efficiency * Exemplary Communication & Interpersonal Skills * Self-starter-Quick learner-Vibrant personality |

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| **Career Snapshot** |

**Cashier cum Sales Assistant –** *Emirates National Oil Company (ENOC)* **Aug 2014 – Present**

**Front Office Executive –** *Hilton Beirut Habtoor Grand, Lebanon* **Nov 2011 – Mar 2014**

**Clinic Receptionist –** *Iremia Medical Centre, Kenya* **Mar 2010 – Oct 2011**

**Front Office Executive –** *Sarova Whitesands Hotel, Kenya* **Aug 2009 – Mar 2010**

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| **Core Competency** |

**Customer Service**

* Responsible for management of day-to-day operations and functionality of Eligibility/Customer Service Department staff.
* Perform the full range of customer service duties; provide customer service and assistance to the public; answer telephone calls, serve as receptionist, screen, and direct calls.
* Apply basic concepts, practices, and procedures of handling client’s complaints while meeting quality standards for customer services. Refer unresolved grievances to the concerned department for further investigation.
* Analyze call center statistics through reporting, monitor, track & analyze call volume, productivity & qualitative metrics.
* Positively demonstrate company Core Values by developing trust and respect among peers and management, working in teams and partnering with others through collaborative work ethics, and driving business results by placing a high priority on detail and accuracy to successfully complete all tasks.
* Maintain records of customer interaction and transactions, document details of inquiries, complaints issues, comments and actions were taken. Uphold proactive communication with customers through phone, e-mail or regular mail.
* Preserve proper records of incoming and outgoing correspondence, file documents/letters systematically and keep all assigned files up-to-date. Observe strict confidentiality of all company documents and reports.
* Provide first class customer experience resulting in satisfaction, loyalty, and retention. Apply basic concepts, practices and procedures of handling client’s complaints while meeting quality standards for customer services.

**Sales Executive**

* Acting as a point of contact between the company and its existing and potential customers. Listen to customer requirements and presenting appropriately to make a sale. Responded to incoming email and phone inquiries.
* Maintain and develop relationships with existing customers in person and via telephone calls and emails.
* Negotiate agreement terms and closing sales effectively. Prevent clients from transferring to competitors by skillfully attending to queries and complaints. Negotiate on price, costs, delivery, and specifications with buyers and managers.
* Recorded sales & order information & sending copies to the sales manager, or entering figures into a computer system.
* Making accurate, rapid cost calculations and providing customers with quotations.
* Cold calling to arrange meetings with potential customers to prospect for new business.
* Gathering market and customer information for input in Company system. Attending team meeting and sharing best practice with colleagues. Maintained the outstanding customer relationship and continued to satisfy their requirements.
* Determined cross-selling opportunities of the banks other business divisions.
* Prepared a list of slow moving items and submit to the supervisor for necessary action. Verified the order and quantity of each item. Issued items to shops and other divisions as per the specifications of the requisition & issue receipts.

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| **Proven Job Role** |

**Cashier cum Sales Assistant –** *Emirates National Oil Company (ENOC)*

* Receive and disburse money in establishments other than financial institutions. Involves use of electronic scanners, cash registers, or related equipment. Process credit or debit card transactions and validating checks.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits. Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct & that there is adequate change.

**Front Office Executive –** *Hilton Beirut Habtoor Grand, Lebanon*

* Responsible for providing a friendly, welcoming and efficient service to all hotel guests, in line with the hotel’s vision and values on customer satisfaction.
* Respond courteously to guests’ requests, play a part in the general running of the reception desk and help the General Manager to maintain a smooth room bookings service.
* Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.

**Clinic Receptionist –** *Iremia Medical Centre, Kenya*

* Welcomes patients/visitors by greeting patients & visitors, in person or on the telephone; answering or referring inquiries.
* Ensure patients' satisfaction; provider time & treatment by scheduling appointments in person or by telephone.
* Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.

**Front Office Executive –** *Sarova Whitesands Hotel, Kenya*

* Performed whole gamut of Reception, Switchboard, and Guest link, Reservations, Business Centre, Johari Shop, Bell Desk, Accounts Department and House Keeping.
* Responsible for accurate and efficient accounts and guest billing processes. Assist in keeping the hotel reception area clean and tidy at all times.
* Undertake general office duties, including correspondence, emails, filing, and switchboard, to ensure the smooth running of the reception area. Undertake all training as required such as first aid, health, and safety, customer service.

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| **Certifications & Trainings** |

* Certificate of Secondary Education – *Vinespring Girls High School* 2004 – 2007
* First Aid Certificate – *St. John’s Ambulance, Kenya* Mar 2010
* Certificate in Basic Computer Operation – *Techno soft Limited Mombasa, Kenya* Mar 2008
* Basic Arabic Certificate Sep 2015
* Fire Fighting Certificate from Dubai Civil Defense Feb 2015
* Certificate in Customer Service from Emirates National Oil Company (ENOC) Dec 2014
* Certificate in Food Hygiene from Safe Hand Food Tech Consultants Aug 2014
* Diploma in Front Office and Administration – *Mombasa Aviation Training, Kenya* 2008 – 2009

***Course Subjects Include:***

* Customer Service
* Front Office & Administration
* International Business Communication
* Book Keeping
* Housekeeping & Accommodation
* German Language

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***I.T. Proficiency***

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **Personal Details** |

Nationality : Kenya

Date of Birth : 27th Nov 1988

Marital Status : Single

Visa Status : Employment

Languages : English, Kiswahili, Basic German & Arabic

Reference : Available upon request