**CURRICULUM VITAE**

**BASIL**

Email: basil-156493@2freemail.com

**OBJECTIVE:**

To seek challenging operations that will ultimately change the image of the organization and also to improve the internal and external image by offering professional services. Knowledge and awareness in global technologies. Creating peace on humanitarian grounds.

**MY PROFILE:**

My career in front office started with a passion and motivation as a young boy at uchumi super markets limited (Kenya) I therefore pursued a course in Business Management at Kenya Institute of Management, where I was acknowledge with an upper credit in Business Management & Customer Relations.

**WORK EXPERIENCE:**

May 2015 – Dec 2017

SHARAF DG LLC

Position: Customer Care Executive

Responsibilities:

* Serves customers by providing product and service information
* Resolving customer’s problems
* Product warranty, service & repairs

Duties:

* Answering product and service inquiries
* Maintains customer records by updating information in the system
* Resolves product and service problems by clarifying the customers complaints
* Determining the cause of the problem, selecting and explaining the best solution to solve the problem
* Sending warranty defective product for repairs
* Telephone responsibilities
* Receiving payments on cash receipts
* Making reports weekly and monthly
* Receiving & dispatching customer’s gadgets.

**January 2013 – Sept 2014**

Amani Tiwi Beach Hotel

Position: Receptionist

* Check in and checkout of guests
* Telephone responsibilities
* Reservations
* Respond and handle guests request promptly
* Ensuring guests stay is perfect

**August 2009 – November 2011**

Sentido Neptune Beach Hotel

Position: Receptionist / Cashier

* Ensuring effective check-in and check-out of guests
* Giving client information about the hotel and places around
* Posting of information in computer software
* Telephone responsibilities
* Handling cash and book keeping
* Exchange foreign monetary
* Store keeping guests valuables

**September 2008 – January 2009**

Reef Hotels Kenya

Position: Receptionist

* Guest check-in and check-out
* Reservations
* Telephone responsibilities
* Respond and handle customers’ requests promptly

**October 2000 – December 2003**

Uchumi Supermarket Limited

Position: Shop Attendant

* Communicating to client on products
* Displaying and stocking of merchandise
* Promoting bestselling items in order to achieve maximum profit
* Assist customers with purchase, information and product selection
* Giving accurate and detailed information about products

**PROFESSIONAL QUALIFICATIONS:**

2007: Certificate in Business Management

 (Kenya Institute of Management)

2004: Bridging Course in Business Management

 (Kenya Institute of Management)

2001: Certificate in Customer Services

 Public Relations

 Communication and Interpersonal Skills

 Core Values

 HIV & AIDS Awareness

Personal Action Plans

 (Eureka Educational and Training Consultants)

**EDUCATIONAL QUALIFICATIONS:**

1996 – 1999: Kenya Certificate of Secondary Education

 (O-Levels)

 (St. Mary’s junior School)

1986 – 1995: Kenya Certificate of Primary Education

 (Hekima Primary School)

**ADDITIONAL SKILLS:**

* Computer Knowledge – ERP (Enterprises Resource Planning)
* MS Word, PowerPoint, Excel
* German Language
* Event’s Organizer
* Management Skills
* Customer Relations

**PERSONAL DETAILS:**

Name : Basil Mwafondo Chonga

Date of Birth : 30th April 1981

Nationality : Kenyan

Marital Status : Married