**PERSONAL INFORMATION**

NAME : WINNIE

WINNIE.180154@2freemail.com

NATIONALITY : KENYAN

DATE OF BIRTH : 3RD JUNE 1990

MARITAL STATUS : SINGLE

LANGUAGE SKILLS : ENGLISH, SAWHILI , BASIC ARABIC

VISA STATUS : EMPLOYMENT VISA

**PROFILE**

Over 4years of experience in direct sales and customer service, with a keen eye for detail with determination to see work trough, in procession of excellent communication skills and interpersonal skills developed through education and work experience, able to work in both team and own initiatives,having aworking knowledge in Opera software.

**OBJECTIVES**

To use my experience, skills and knowledge to contribute to goals. Mission and vision of the organization that i work for and impact growth or add value to services provided.

**EXPERIENCE**

**Housekeeping Room Attendant (23/12/3013 to date)**

**(DUBAI)**

**Responsibilities**

* Ensuring that all my given rooms are clean and well kept to avoid guest complains.
* Ensuring that I give all my guest maximum attention needed.
* Handling guest complains in a professional manner.
* Creating a well warm environment to my guests.
* Able to work under or without supervision**.**
* Ensuring that my team achieves its LQA Standards.

**Sales Associate (10/10/2008 – 22/12/2011)**

**Maxtouch Beauty and Accessories LTD (Nairobi Kenya)**

**Responsibilities**

• Ensuring brand visibility and monitoring stock levels in the stores

• up selling and promoting assigned products

• Handling customer complaints and coordinating to provide the best possible solutions

• Driving actual sales to meet objectives in the markets, i.e. monthly targets

• Providing and tracking of aging stock listings

• Brand representation on special sales events

• Providing quality customer service by providing an enjoyable shopping experience to clients

**Achievements**

• Improved level of accountability by effectively recording all transactions goods returns

• Consistently generated additional revenues through skilled sales techniques

**Office assistant (May2011-Aug 2011)**

**Archscan associates (Nairobi Kenya)**

**Responsibilities**

• Receiving clients and visitors in a polite and pleasant manner

• Answering phone calls and providing daily reports and summaries

• Coordinating communication between employees and different concerned departments

• Coordinating appointments schedules from clients as well as internal meetings

**Achievements**

• Increased revenue from effective coordination and prompt service delivery to clients

• Improved employee output by open active precipitation to their needs

• Created repeat business by developing long term relationships with customers

**Reasons for leaving**

• Better opportunity / career growth.

**EDUCATION**

**Jumeirah training group**

* Certificate In guest relation arrival lounge

**Kenya Utalii College (August2012-may 2013)**

• Certificate in cabin crew

**Kenya institute of media and technology (September 2010-may 2011)**

• Certificate in sales and marketing

**Kenya institute of media and Technology (August2010 -April 2011)**

• Certificate in Information technology IT

• High school diploma (muthurwa secondary school 2005-2009)

• Primary education certificate (Imara primary school 1997-2005)

**Skills**

• Strong organizational skills

• Creative problem solver

• Excellent communication skills

• MS Windows proficient

• Fast learner

• Strong client relations