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| **PERSONAL:** | **Marital Status**: Single  |
| **LANGUAGES** | **English, Swahili** |
| **CAREER OBJECTIVE:**To obtain a position in which I could impart my knowledge, skills and interests in the field of customer care, communication, promoting the market and one that could optimize personal and professional growth**Summary:** I believe in the dedication and commitment to the company as well as my career, honesty, integrity, motivation and reliability. I am a Team player, fast learner, Good Customer Service skills, Flexible, Analytical, and can work with minimum supervision |
| **RAK AIRWAYS*****Cabin crew* 2011 -Present** * **Licensed** to fly both Airbus A320 and Boeing 737-300/400
* **Attend** training for business class service
* **Attending** pre-flight briefing on scheduled time
* **Doing routine** safety checks before boarding passengers
* **Ensurin**g that emergency equipment are in the correct storage, valid and correct quantity
* **Ensuring** that the Aircraft is clean before boarding passenger and during the flight
* **Welcoming** passengers and showing them to their seats, helping them with their luggage storing them safely.
* **Ensuring** that the passengers have their seatbelts fastened before take take-offs and landing.
* **Responsible** for the passengers safety and comfort during the flight
* **Responsible** to administer first aid to the passenger to during an incident
* **Demonstrating** the safety aspects of the aircraft and emergency procedures to be followed during the emergency.

**LA SENZA 2009 - 2011****Liwa Trading LLC****Sales Assistant*** **Customer care-** Greeting and welcoming all customers to the store. Assisting all the customers in making the right choices in terms of sizes and styles to the point of purchase and payments. Informing and updating customers via phone on promotions, sales and arrival of requested items from other related stores.
* **Sales**-Selling the store products to all customers and assisting them with all their queries and giving them all the information needed in regards to styles, sizes, promotions and latest collections
* **Cashiering**-Handling of all transactions both in cash, card or any other acceptable modes of payments in the establishment. Balancing the day’s transactions.
* **Merchandising-** Ensuring that the store is designed and the merchandise well displayed in accordance to the weekly focus sent to the store. Ensuring tidiness in overall store.
* **Training-** Familiarizing and training new staff on their duties and roles as sales assistants and giving them all the information in regards to the merchandise and stocks we have, their names and locations
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| **YAYA CENTRE MALL 2007 - 2008** **Department : ABDULLA FAZAL FASHIONS****Position: Sales Associate*** Provide an excellent customer service at all times.
* Making sure children clothes are separate with adults clothes
* Maintains the welcoming and clean atmosphere of the showroom/outlet
* Working under my supervisors schedule
* Advise and inform customers on latest and existing products
* Provide garments whenever the customer requires them
* Process sales transactions and stock taking
* Reduce stock loss by following the stock control procedures.

 **ROCA WEAR FASHIONS 2005 – 2007**  **Department: Fashions** **Position: Sales Associate / Customer Service Executive*** Answer phones and respond to customer requests, with a positive attitude.
* Stay current with company and industry procedures and improves job skills through constant review of company publications.
* Provided on-the-job training for new employees and perform other duties as assigned.
* Keep a smart personal image, Maintain facilities and equipment so as to ensure a neat, safe, efficient operating environment
* Always offer an option for purchase to customers after offering the different product ranges available.

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| **EDUCATION &QUALIFICATIONS:** |

* **Certificate Customer Care Relations**Kenya polytechnic college
* **Kenya Certificate of Secondary Education**Maina Wanjigi high school
* **Certificate of aviation first aid** Rakairways

 **PERSONAL ABILITIES:**

* Hard working Team Player.
* Customer oriented
* Result oriented
* Good interpersonal skills
* Self motivated, highly organized, pro-active &flexible.
* Able to work under minimal or no supervision.
* Innovative and of self initiative.
* Excellent communication skills and good customer care service.
* Well groomed, highly sociable in multi-national and environment

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| **HOBBIES & INTERESTS:** |
| * Reading and Travelling.
* Modeling and Acting.
* Making friends and socializing
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