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**HARRIET**

[**HARRIET.228977@2FREEMAIL.COM**](mailto:HARRIET.228977@2FREEMAIL.COM)

Visa status: Visit Visa

Nationality: Kenyan

**Profile**

An experienced Guest Service Agent and Helpdesk Administrator with more than three years experience. Able to troubleshoot, diagnose and conquer challenges. I am a fast learner who displays confidence, decisiveness with exemplary interpersonal skills and confidentiality. Highly self motivated person with ability to analyse and understand an organizations goals and objectives.

**Competences**

* Reliability and flexibility in time schedule
* Fast learner and ready to take up new challenges
* Able to interact with other staff members and managent
* Honest, selfless and determined worker with a positive attitude
* Team player with excellent communication, analytical, organization and supervision skills.
* Able to work under pressure and meet strict deadline under minimum or no supervision
* Good presentation and strong personality.

**EDUCATION**

* Sep 2004 - April 2005 Thika Institute of Technology Certificate in Pharmacy
* Jan 2004 - Aug 2004 computer application (Embu Institute of Management)
* 1999- 2003 facing Mt Kenya, KenyaCertificate Secondary Education
* 1990 - 1998 Kamuthatha boarding primary school Kenya Certificate Of Primary Education

**PROFESSIONAL TRAININGS**

* June 2012 certificate in community health service
* July 2009 certificate in home based counseling and testing
* April 2007 Certificate in VCT training and counseling
* Sep 2007 certificate in (PITC) provider initiated counseling and testing
* March 2007 certificate in stigma reduction ART adherence counseling and testing course (Kenyatta national hospital)
* Aug 2005 - Sep 2005 training and counseling (SACDEP THIKA

**WORK AND EXPERIENCE:**

**2005 Jan to 2008June : EmbuProvincial GeneralHospital**

**Position held -HIV/AIDS Service Provider.**

**Duties and responsibilities.**

* Offer voluntarily guidance, counseling and testing
* Give information about HIV /AIDS
* Offer community health based programs.
* Maintain confidentiality in counseling sessions.
* Obtain informed consent
* Campaigning and planning policies of HIV/ AIDS programs
* Help reduce stigma.6
* Create awareness on HIV / AIDS

**2009 Jan –2012 Sep : Safari Security**

**Position held - security personnel**

**Duties and Responsibilities**

* Guest interview in entry and exit
* Recordingidentification details of visitors
* Assisting visitors where they need help
* Monitoring of closed circuit cameras

**2012 Dec to Nov 2014: The Address Downtown Hotel Dubai**

**Position held-Order Taker (housekeeping department)**

**Duties and responsibilities**

* Recording and collecting all keys and papers held within the Housekeeping department.
* Ensuring the sorting of all daily activity reports in the Housekeeping Office
* Answering phone calls promptly, following proper telephone etiquettes as trained and per the standards
* Handling all issues pertaining to Lost & Found - receiving, recording, storage, claiming and clearing and updating and maintaining all housekeeping files
* Keeping and maintaining the cleanliness and tidiness of the Housekeeping Office
* Clearing all outdated reports on a monthly basis based on the hotel standard for record keeping.

**Dec 2014 to Dec 2015: Armani Hotel and Resorts- Dubai.**

**Position held-Order Taker (housekeeping department)**

**Duties and responsibilities**

* Recording and collecting all keys and papers held within the Housekeeping department.
* Ensuring the sorting of all daily activity reports in the Housekeeping Office
* Answering phone calls promptly, following proper telephone etiquettes as trained and per the standards

**Jan 2015 up to date. Safaricom Kenya**

**Position held: customer care assistant**

**Duties and responsibilities**

* Respond promptly to customer enquiries
* Record details of action taken
* Handles and resolve customer complains
* Provide pricing and delivery information to customer
* Follow up on customer interactions

**EXTRA CURICULUM ACTIVITIES**

* Swimming
* Singing
* Playing hockey
* Hiking
* Socializing

**REFERENCES AVAILABLE UPON REQUEST**