**PERSONNAL DETAILS**

**Name:** Beatrice

**Beatrice.347770@2freemail.com**

**Nationality:** Kenyan

**Languages:** English, Swahili

**Date of Birth:** 14th September 1973

**Gender:** Female

**Marital status:** Single

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**CAREER OBJECTIVE**

Seeking to join an established organization that recognizes hard work and reliability and offers a career progression and growth environment that uses my professional skills in the best possible way for achieving the company’s goal.

**SUMMARY**

A Highly-motivated, energetic individual who strives to ensure that all tasks are successfully accomplished within time. A professional with a track record in customer service, Admin, data entry, and general office clerical duties. With a background in technology skills and excellent communication and organizational skills. Proactive and a team player who effectively communicates with all levels of staff. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines and able to cope under pressure. Proficient in providing support to management, taking minutes, handling appointments and messages. A fast learner who is committed to delivering consistent customer service to ensure client satisfaction and service improvement.

**STRENGTHS**

**+**Friendly individual with a calm nature **+**Proactive and confidentiality

**+** Excellent interpersonal skills and communication **+**Time management skill and a team player

**+**Organizational and technology skills **+**Handle pressure with ease and efficiency

+ Attention to detail + Empathy skills

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**WORK EXPERIENCE**

**Jan 2014– Jan 2017: Spartan Africa Ltd, Kenya**

**Position Held: Admin/Customer Service**

**Responsibilities and Duties**

* Provide general administrative and clerical support including mailing, copying to management
* Data entry processing
* Cashier duties – receiving payments for services rendered
* Answering calls and giving customers information on company’s products and services
* Handling customers queries and problems and offering solutions
* Maintaining databases and filing systems
* Coordinating appointments, meetings and managing correspondence
* Updating records and information into the computer system
* Supervising front office clerks and assisting with issues from customers
* Following up on services rendered to the customers
* Assist in resolving any administrative problems

**Aug 1993 – May 2013: National Social Security Fund- Kenya**

**Position held: Back office Assistant Admin/Customer Service Rep**

**Responsibilities and Duties**

* Supervise staff
* Maintain and upgrade information in customer database
* Answering calls, filing and other clerical duties
* Bank teller tasks ie receiving payments issuing receipts
* Data entry processing
* Registering new customers and issuing them with IDs
* Training staff on new computer application processes
* Performing normal clerical duties and offering support to front office staff
* Participating in performance evaluations
* Preparing and generating monthly reports for management
* Resolving employee and customer complaints and concerns
* Monitor usage of equipment and ensure everything is working in its perfect manner

**Achievements**

* Successfully achieved performance parameters as well as organizational goals and objectives.
* Well-developed expertise in building long-term relationships with clients and turning around the image of the company to a positive one.
* Gained rich exposure and thorough understanding in customer service andadministrationoperations.
* Improved office efficiency by overhauling previously haphazard filing systemincreasingoverall efficiency by 20%
* Received annual performance bonuses based on solid evaluations from the management.
* Increased customer satisfaction rating by 5%.
* Played vital role in organizing and collaborating with other branches, departments to centralize the customer database for easy retrieval of information.
* Recognized by the management for taking initiative to streamline customer service delivery by efficiently resolving clients issues
* Earned a promotion from an entry level to an Assistant supervisor
* Trained 15 newly hired staff members

**Professional Skills**

* Training skills
* Technical skills – MS office, Excel, Outlook..etc
* Customer service and administration skills
* Interpersonal and communication skills
* Bank teller skills
* Leadership skills
* Data entry processing and attention to detail
* Problem solving attitude
* Multitasking skills in organizational setup
* Self control and listening skills
* File management and supervision skills
* Planning skills that help create administrative and office procedures
* Human resource management in being discrete and ethical in ensuring policies and regulations are followed.

**EDUCATION**

Sep 2010: Diploma in Business Management- Kenya Institute of Management

May 1993: Certificate in Computers and software packages –K.C.I.T.I. College - Spreadsheets, Microsoft packages, Database skills

1988 – 1991: Kenya Certificate of Secondary Education - Passed

**Short Courses**

June2010: Training for Quality Service Delivery - Public relations and customer care (3 days training)

August 2013: Customer Service delivery techniques and total quality management

(2 weeks training)

February 2015: Supervisory and leadership training (1 week training)

**Hobbies:** Swimming, reading, listening