|  |  |
| --- | --- |
| **Shamsi**  ***Admin & Customer Service Professional***  [Shamsi.364073@2freemail.com](mailto:Shamsi.364073@2freemail.com) | C:\Users\CVWriter\Desktop\Photo-2.png |

**PROFILE SYNOPSIS**

|  |
| --- |
|  |

Versatile, Dynamic and Goal-oriented professional offering 5+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; Acquired practical work experience in handling General Administration, Sales, Customer Service related functions and Hostess. Demonstrated competencies in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, time management, problem- solving and interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

|  |  |
| --- | --- |
| **Strengths** | |
| * Diploma in HR with 1 ½ years experience in UAE * Capabilities to Multi-task and meet tight deadlines * Ability to deal effectively w/ phone and email inquiries * Excellent Planning, Organizing and Time management * Possess Integrity, Creativity, Honesty & Teamwork | * Excellent Customer Service and Office Administration * Superb tolerant & handle pressure w/ ease & efficiency * Adoptable to work within a team or Independently * Strong Organization/Analytical & Problem-solving skills * Goal oriented – Dynamic – Vibrant Personality |

|  |
| --- |
| **QUALIFICATION** |

**Diploma in Human Resource Management – Moi University 2009 – 2011**

**Certificate in Food & Beverage Service – Prime Stuff Limited Nov 2015 – Feb 2016**

**Certificate in information technology – Oriel Computer Technologies Jan-Mar 2009**

|  |
| --- |
| **CAREER SNAPSHOT** |

**Hostess –** **Chilis Restaurant, Dubai Mar 2016 – Present**

**Sales Representative – Maestro Naturals Ltd. Kenya 2013 – 2014**

**Secretary – Chriskos Investment, Kenya 2012 – 2013**

|  |
| --- |
| **CORE COMPETENCY** |

**General Administration**

* Provide general administrative support including mailing, scanning, faxing, copying and other clerical and administrative support to management/employees. Act as a point of contact on all administration matters, deal tactfully with all people.
* Manage diary, schedule appointments, record minutes of the meeting, and organize details of travel and events, Knowledge of the organization set up and upholds confidentiality in all official transactions.
* Communicate with internal departments as well as all third parties to exchange information, coordinate activities and promptly resolve issues.
* Open, sort and deliver incoming correspondence, including faxes and e-mail, file and restore documents, records, reports and arrange travel itineraries for executives.
* Read and analyze incoming memos, present reports to find out its significance on various concerns and plan its distribution to the appointed unit for the proper response.
* Provide high tolerance in attending internal or external customer queries, deal with clients and visitors and deliver support to the management or executive level.
* Manage all kinds of administrative and clerical work efficiently, highly skilled in preparing correspondence including statements, forms, reports, presentations, applications and other documents.

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Tact to deal with customers of diverse nationalities.
* Accord highest attention to customers and use customer service skills to heighten sales opportunity of each customer contact. Apply basic concepts, practices, and procedures of handling client’s complaints while meeting high-quality standards for customer services.
* Display high quality, prompt and professional service to achieve customer satisfaction, loyalty, & retention.
* Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner. Ensure understanding of client needs through great attention to detail.
* Obtain and examine all information to assess the validity of complaints and determine causes. Refer unresolved customer grievances to the designated department for further investigation.
* Keep records of customer interaction and transactions, details of inquiries, complaints and actions were taken.
* Continually develop an understanding of company’s culture, products, services lines, policies, procedures, ethical initiatives and other areas of business. Reflect the same in everyday performance.
* Reply promptly and professionally to customer queries about product - service specifications, pricing, payment methods, warranty, delivery, etc; file all cash receipts along with product sales invoice copy.
* Understand customers’ requirements and accordingly offer advice on the proper selection of product-service taking into account their need and budget; keep a record of customer information for customer call reports.

|  |
| --- |
| **PROVEN JOB ROLE** |

**Hostess – Chilis Restaurant, Dubai**

* Perform all duties in a professional manner and in accordance with company policies. Flexibility to work a varied schedule due to business levels and industry demand.
* Follow all safety procedures to ensure a safe working environment. Open & close according to posted Restaurant hours.
* Maintain uniform and grooming standards as outlined in the employee handbook and departmental training.
* Offer a sincere (Welcome and Thank You) to every guest Knowledge of the floor plan for each meal period where each group will be seated, with appropriate group signage in each area.
* Knowledge of menu cycles, menu cycle grid, kiosk food labels, forms used at the hostess stand (sign-in sheet, seating chart, daily restaurant count sheets, etc.).
* Remain in the front entrance area of the Hotel/Restaurant to ensure all guests are greeted & seated properly & promptly.

**Sales Representative – Maestro Naturals Ltd. Kenya**

* Greeted customers, offer assistance and serve them in order to ensure their needs are answered in a timely manner and in compliance with quality and customer service standards.
* Effectively manage cash register and transaction with the customer in an effective and accurate manner as required.
* Ensured accurate measurements for any needed alteration, assign price according to set (price list) when applicable and coordinate needed alterations.
* Provided exceptional customer service by performing up-selling, cross-selling, suggesting the alternative and following upon customer’s request.

**Secretary – Chriskos Investment, Kenya**

* Provided high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.
* Greeted visitors and determine whether they should be given access to specific individuals.
* Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
* Open, sort, and distribute incoming correspondence, including faxes and email. File and retrieve corporate documents, records, and reports.
* Performed general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.

|  |
| --- |
| **I.T SKILLS** |

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

|  |
| --- |
| **PERSONAL DETAILS** |

Nationality : Kenya

Date of Birth : 16th Dec 1988

Marital Status : Single

Visa Status : Employment Visa

Languages : English and Swahili

Reference : Available upon request