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| --- | --- |
| **Daisy**  [**Daisy.366817@2freemail.com**](mailto:Daisy.366817@2freemail.com) | C:\Users\luckydj\Pictures\Camera Roll\Daisy.jpg |

**PERSONAL DETAILS**

* Gender : Female
* Nationality : Kenyan
* Marital Status : Single
* Languages : English
* Date of birth : 14th Sep 1987
* Visa Type : Visit visa

**EDUCATIONAL CREDENTIALS**

**Bachelor’s Law degree (LLB)**

**Moi University – Eldoret**

**High School**

**Kessup Girls High School**

Kenya Certificate of Secondary Education

**Primary School**

**Silver Bells Academy**

Kenya Certificate of Primary Education

**I.T SKILL**

Microsoft word and excel, Photoshop Editor, Windows 7, 8 and vista, Computer Hardware and Software

Maintenance and Repair

**PROFILE OVERVIEW**

Highly-organized and dependable Receptionist with 8+ years’ progressive experience in performing a wide range of front desk, clerical and administrative tasks. Demonstrated talent to resolve customer complaints, handled high volume phone calls and answer customer queries. Exceptional verbal and written communication skills with a track record of multi-tasking, problem-solving and work prioritization. A friendly and polite individual who is known to work collaboratively to attaincompany’s goals.

**AREAS OF EXPERTISE**

* Correspondence Handling
* Phone Etiquette
* Customer Service
  + Reception Maintenance
  + Call Forwarding
  + Calendar Management

**PROFESSIONAL OUTLINE**

**April 2015 - March 2017 SAFARICOM GROUP OF COMPANIES**

***Position: Front office / Secretary***

**Duties**

• Answering and forwarding phone calls to appropriate individuals and departments.

• Scheduling customer bookings and guide them when they arrive.

• Writing letters and email using proper spelling, grammar, and punctuation.

• Preparing incoming and outgoing mail and packages.

• Overseeing maintenance of the reception and waiting area.

• Coordinating customer payments and billing.

• Buying necessary supplies, snacks and refreshments.

• Maintaining cleanliness of reception area.

• Work independently and collaboratively on assigned tasks.

**March 2014 – Feb 2015**  **JILIN OIL FIELD - CHINA**

***Position: Front Desk Receptionist***

**Duties**

• Registering visitors on sign in sheet.

• Coordinating with departments for scheduled meetings.

• Receiving deliveries, couriers, incoming faxes & arranging distribution to recipients.

• Answering telephone and forwarding calls to concerned departments

• Scanning documents and updating internal systems.

**Aug 2007- April 2013** **BARCLAYS BANK OF KENYA**

***Position: Customer advisor***

**Duties**

* Advising customers on various issues mostly only Barclaycard.
* Marketing of credit cards.
* Convincing clients to apply for Barclaycard.
* Receiving incoming calls.

**CERTIFICATION**

I, Daisy Nduta Kariuki, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience and I am available to undertake the assignment in case of an award.

References: Provided on Request