# NAME: BILHA

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VISA STATUS: Tourist

### PROFILE

I am a highly motivated and hardworking individual with a broad array of skills and experience with proven track record in excellent customer service and communication skills.

### COMPETENCIES.

* Excellent communication skills
* Exceptional customer service.
* Patience and attentiveness.
* Problem solving.
* Time management
* Interpersonal relationship.
* Flexible and multitasking.
* Decision making.

### EMPLOYMENT

**Receptionist/ Administrative Assistant.**

**TRANSGUARD GROUP LLC. 1/1/ 2011- 6/1/2018**

DUTIES.

* Greet and attend to clients and the staffs.
* Answer and forward phone calls.
* Sort and distribute post.
* Maintain files and log books.
* Draft and schedule appointment.
* Perform other clerical duties as assigned.
* Keep the reception area tidy.

### CUSTOMER SERVICE

**SHARAF DG (under FIRST SECURITY GROUP) (3/7/2009- 14/9/2010)**

DUTIES.

* Receiving customers and directing them as desired.
* Handling customer queries and complaints.
* Answering telephone calls.
* Monitoring log books, (store books, staff books and receipts).
* Help out with customer returns and exchange.
* Interact with the management and other floor staffs.

### BEAUTY ADVISOR (2/2/2007- 1/1/2009)

BEAUTY PARLOR and COSMETIC SHOP (Nairobi, Kenya).

DUTIES

* Exceptional customer and hospitality services.
* Established long term relationship with my customers and offered them personalized services pertinent to their specific skin and hair conditions.
* Performed makeover and skin care advice.
* Handle and resolve any complaints or concerns from the customers.
* Attend workshops and seminars on new product line.
* Give product demonstrations for the customers.
* Helped customers find the product that best suit their skins and hair types.
* Sell customers as many appropriate products as possible.
* Made follow up phone calls to customers and verify their satisfaction with the product they purchased.

**Achievement**

* Created repeat business
* Awarded an employee of the month.
* Increased sales volume by 30% in the end of the year.

### SALES ASSOCIATE ( Jan 2004-feb 2006)

**DEBBY SUPER COLLECTIONS. (Cloths and accessories store).**  (Nairobi Kenya)

DUTIES

* Meet and greet customers and attend to their queries.
* Help customers find the desired item.
* Keep the shop clean and well arranged.
* Attend to trainings and trade shows to strengthen sales skills.
* Replenishing, stocktaking, Security tagging.
* Operating cash register.

# Education

* Diploma in Customer service (online learning)
* Certificate in Customer service (Selwood Consultants)
* Computer packages (MS Office, Excel, Access and power point, Data base management, Animation, publisher, page maker and internet)
* Certificate in Tours and Travel Operation (Kenya Hotel Institute)

- Airline formalities and Reservations.

- Sales techniques

- Air fare calculations and ticketing.

* Have UAE driving license.

**Referees:** Upon requests