

# **1. CURRICULUM VITAE**

## **BIO DATA**

NAME: Annete Awuor wasike  
DATE OF BIRTH: 23/06/1996  
NATIONALITY : Kenyan  
MARITAL STATUS: Single  
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LANGUAGES: ENGLISH

## **PERSONAL COMMITMENT**

To work smart in the given firm, institution, organization or company under minimal supervision to achieve the set goals and targets

## **PERTINENT INFORMATION**

To discover workable ways or means to increase productivity of the business in organization also to provide possible solution whenever problems arises and make better decisions.

## **OBJECTIVE**

A highly efficient results driven and skilled problem solver with a proven ability to effectively develop, manage and control relationships between the company and its target audience. Having proven track record of quickly understanding campaign mission, vision and objective and then communicating this to potential customers. Enjoying challenging briefs and able to work to an excellent standard under considerable pressure whilst presenting a positive image to clients and colleagues

## **WORK EXPERIENCE**

### **THE SMITH HOTEL(FRONT OFFICE DESK CLERK)2019-2020**

- Greeting guests and responding to guests inquiries request and issues in a timely personable and efficient manner to resolve guest concern's
- Inform customers about payment methods and verifying credit data



- Liased with house keeping staff to ensure all rooms were clean and ready to accommodate new guest arrival
- Provide information about hotel restaurant and nearer attractions available room rates and amenities
- Review items of note to determine what's needed to be communicated to staff of subsequent shift's

## **Achievement award customer experience award 2020**

### **CUSTOMER SERVICE 2020-2021 RIMPA GREEN**

- Answering questions about companies products or services
- Processing orders and transactions
- Delivering information about companies
- Providing pro active consumer outreach
- Handling consumers complaints
- Collecting and analyzing customers feedback
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### **EDUCATIONAL BACKGROUND**

1. 2019- Kenya utalii college
2. 2011-2015 mudavadi girl's high school
3. 2001-2010 Langata west primary school

### **ADDITIONAL SKILLS**

1. Computer literate
2. Advance digital google marketing platform
3. Billigual in language's
4. Sales and marketing
5. Front office
6. Customer service

### **REFEREE**

- Bramwel okoth

**The smith hotel General manager**  
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Georgina jumba  
Rimpa green  
Supervisor  
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