



# Catherine Njeri

## Profile

Experienced and enthusiastic person with excellent services and skills. Committed to working professionally and diligently on behalf of a company. Dedicated to identifying people's needs and delivering effective solutions to problems and providing quality care for ultimate people's satisfaction. Proven ability to establish and maintain excellent communication and relationship with people. I am looking for a career in which I can bring my dedication, self-motivation, and loyalty. I am also interested to secure a position in a company that has room for growth.

## Employment History

### Telesales, Houseess real estate , Dubai

SEPTEMBER 2021 – PRESENT

- Functioning as a dedicated property telemarketer in one of the city's busiest real estate offices.
- Maintaining property listings and handled client correspondence in a timely and professional manner.
- Pioneering implementation of new office procedures and processes that promotes a more productive office flow.
- Helping to design effective marketing strategies, targeting prospective clients and new leads.
- Working in careful consideration to client needs and desires

### Telesales, Phantom house real estate , Dubai

MAY 2021 – AUGUST 2021

- Researched target audiences and created lists of people to reach out to.
- Formulated an informative audio presentation, and aimed to provide prospective clients with the most valuable information possible.
- Answered questions, comments, concerns relating to our services and property.
- Remained professional and polite at all times.
- Worked to stay up-to-date regarding properties and offerings.

### Front office, Al nadra clearing services , Dubai

SEPTEMBER 2020 – APRIL 2021

- Managing the front reception area.
- Performing regular checks of meetings rooms ensuring correct layouts.
- Directing clients and service personnel to appropriate departments, ensuring that proper channels are maintained in communication and personnel from an entry point perspective.
- Handling all calls both internally and externally for booking of meeting rooms.
- Photocopying, binding, scanning, laminating and other general tasks.
- Directing visitors to where they want to go.
- Keeping the reception area tidy.

### Production assistant , Royal media, Nairobi

JANUARY 2019 – JANUARY 2020

- Assisted Producers with research prior to project launch.
- Assisted Producers with identifying, editing, and executing video and graphic elements for film.
- Assisted with the management of multiple media platforms.

## Details

+971558441830

[njeerywambui@gmail.com](mailto:njeerywambui@gmail.com)

## Skills

Customer Service Skills

Excellent Communication Skills

Microsoft Office

Troubleshooting Skills

Multitasking Skills

Mediation and Negotiation Skills

Data entry

## Hobbies

Writing, reading a good book, drawing and traveling.

## Languages

English

Swahili

German

- Managed the check-in operations for in-persona and remote filming guests.
- Helped to create, evaluate, and oversee the budgets for each production.
- Assisted with set-designs and script rewrites.

### **Customer service , Kenya airways , Nairobi**

FEBRUARY 2017 – OCTOBER 2018

- Handling passengers inquiries and diffusing complaints in a proficient and courteous manner.
- Generated flight reservations and issue boarding pass as well as airline tickets.
- Resolving customer requests, questions and complaints frequently requiring analysis of situations to determine the best use of resources. []
- Escorting passengers to flights, with special attention to senior, disabled and minor passengers.
- Verifying identification and travel documents to efficiently board passengers for an on-time departure. []
- Ensuring correct boarding passes are provided to each passenger for the assigned charter flight

## **Education**

### **Bachelor of Communications, University of Nairobi, Nairobi**

SEPTEMBER 2015 – OCTOBER 2017

### **High School Diploma, Kaharo High School, Nairobi**

FEBRUARY 2011 – NOVEMBER 2014

## **Courses**

### **German language , Goethe Institut**

MARCH 2015 – NOVEMBER 2016

## **References**

### **Irene Leeds from Housess real estate**

0586414617

### **Alaa Mansour from Phantom house real estate**

+971585891793

### **Barbara ciku from Kenya airways**

0724526630

### **Rozie from Royal media**

0721278081