**ANNE WAMBUI KARANU** 

**PERSONAL DATA**

Nationality : Kenyan

Sex : Female

Marital status : Single

Contact : +971521024451

Email : annakaranu@gmail.com

Current city : Dubai

Visa status :Cancelled

**CAREER OBJECTIVE**

 I am a dynamic person with excellent communication and interpersonal skills.I keep time and learn quickly new situations and tasks assigned to me even under minimum supervision.Seeking employment in order to provide professional quality services in favorable and conducive organizations to discharge duties as required of me by my employer through teamwork and dedication,so as to effectively achieve the organization goals through the search for excellence.

**WORKING EXPERIENCE**

**Company:ELIA GREEK RESTUARANT,MAJESTIC HOTEL,DUBAI.**

**Position :Customer care/cashier/Hostess, 2019-2020.**

**Duties and Responsibilities,**

* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Responding promptly to customer inquiries.
* Communicating with customers through various channels.
* Acknowledging and resolving customer complaints.
* Knowing our products inside and out so that you can answer questions.
* Processing orders, forms, applications, and requests.
* Keeping records of customer interactions, transactions, comments and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Managing a team of junior customer service representatives.
* Ensure customer satisfaction and provide professional customer support.

**Company:MEERAS HOLDING,FRANPRIX,GEANT CITY WALK DUBAI.**

**Position :Customer service representative/merchandiser/Sales assistant, 2018-2019.
Duties and Responsibilities**

* Greet and welcome customer.
* Update product knowledge to provide confident and relevant advice to customers.
* Build productive trust relationship with customers.
* Gather current marketplace information techniques,current and future trends in design and lifestyles.
* Analyzing and using store space wisely.
* Moving and arranging display items from back inventory rooms to the display.
* Investigate problems and develop solutions in order to resolve complaints.
* Contribute to team efforts in accomplishing organizational goals.

**Company:RIVERSIDE MALL UKWALA SPORT SHOES AND GARMENTS -KENYA**

**Position : Sales lady/Cashier,2015-2017
Duties and Responsibilities**

* Great customers entering the establishment.
* Tabulate items using calculator, cash or optical scanner.
* Issue receipts, refunds, credits or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure adequate change.
* Knowledge of POS machine.
* Help the customer choose the right colour,design and size.
* Know the location of each item inorder to provide acculate information.
* Keep all items neatly arranged in the store

**Company:OCEANIA BEACH WEAR KENYA**

**Position : Sales lady,2013-2014**

**Duties and Responsibility**

* Welcoming customers and acknowledging them with verbal engagement.
* Attend to the customers each need and request.
* Suggest new methods of arrangment thus in making items easily accesible to customer.
* Update customer on new arrivals and the ones on promotion.
* Keep general neat appearance of working area.
* Follow correct sequence of service outlined in the standard operating manual.

**EDUCATIONAL ATTAINMENT**

* 2012-2013 :Computer operations.

 Certificate in International Computer Driving Licence (ICDL).

* 2008-2011 :Komothai Girls’ High School

 Certificate in International Secondary Education.

**COMPETENCES AND ATTRIBUTES**

* Quick learner.
* Computer literate.
* Good verbal and written communication skills.
* Perform miscellaneous job related duties as assigned.
* Unquestionable integrity.
* Humble personality.
* Organized and strong fashion sense.
* Time keeper.

**HOBBIES**

* Reading,Singing,Adventurer,making friends

**LANGUAGES SPOKEN**

* English,Swahili

 **REFERENCE:**

* Available upon Request.

**DECLARATIONS**

* I declare that the information provided above is true and correct to the best of my knowledge.