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| MARGARET W. MWANGI PHONE:  0525385077  EMAIL:  Kenishashis80@gmail.com Hobbies Reading business Journals  Family  Beach  Helping the needy  Making friends  Socializing  **SKILLS**  ­-Fast typist/data entry  -Computer Knowledge  -Fluent written and spoken English  -Managerial skills  -Fast learner  -Persuasive |  | **EDUCATION** BAckground **NAIROBI INSTITUTE OF BUSINESS STUDIES,**  **DIPLOMA IN PURCHASING AND STORES MANAGEMENT**   * Office procedures and front Office Operations * Sales and Marketing * International Business Communications * Store Keeping and Management * Business Economics  Mumbi Girls Secondary School, P.O BOX 115 MURANG, A KENYA **CERTIFICATE OF SECONDARY EDUCATION**  **MEAN GRADE C-(credit)** OBJECTIVES Most of all is to improve my skills and experience, become better and better every day, such that someday I will run my own business in future. STRENGTHS - Good customer service skills, easy to understand different kind of customers and easy to handle them.  - Able to multitask, Ability to work long hours without supervision.  - Hard working, fast and give my work 100%+ was first priority.  - Am friendly, easy to cope with other staff members, fast learner and easy to learn and memorize duties and tasks.  - Clean, neat and presentable, good listener and communicator with fluency written and spoken English.  - Great passion and dedication to my work, hence satisfying my customers is my first priority.  - Keen adherence to rules and regulations and punctual to my work shifts.  -Have high respect for both seniors and junior work colleagues, and I believe in good teamwork.  - I have good computer skills, with a high typing speed of 45wpm.  -I am business minded, with a high focus on reaching monthly targets and expanding daily sales.  -Good networking skills  -Ability to walk or stand for long hours, flexible to multitask, and flexible to fit in any shift allocated to me.  -Good interpersonal, management- and business- communication skills.  ***WORK EXPERIENCE***  **CUSTOMER SERVICE REP,**  **OAK BERRY,UAE**  **MARCH 2021**  **RESPONSIBILITIES**    Receiving and Making phone calls, and emails, receiving and giving details to clients.  Tele-marketing and closing deals, ensuring great.  teamwork with the rest of my staff. Handling paperwork and ensuring neatness punctuality at work.  Serving incoming Customers  **FRONT OFFICE /CUSTOMER REP**  **TURN AROUND MENTORS REAL ESTATE COMPANY LIMITED,**  **APRIL 2018-MARCH 2020, NAIROBI, KENYA**  **RESPONSIBILITIES.**  Worked as Office Admin/Receptionist. My main duties were, Tele-calling, receiving, and answering emails, handling all clerical works on behalf of the Sales team as well as all office work. Maintaining the cleanliness and neat appearance of the reception. Welcoming and receiving guests in a professional manner. SALES REPRESENTATIVE/Store keeper .KINYOPET COLLECTIONSAUG 2011-MAY 2015 NAIRObi,KENYAResponsibilities Working in here I had a variety of roles since I worked as general Sales-cashier/customer service and finally Storekeeper within the store.  -cleaning and keeping the store attractive and easily accessible to customers  -Receiving and dispatching goods and arranging for deliveries to customers.  - Organizing the store/warehouse and always keep eye on current trends in the market.  -Always being attentive to customer needs and always work as a team with the rest of the staff.  -Playing the role of sales and marketing through social media platforms, among other duties as instructed by my manager.  kinyopet@gmail.com  **REF;The Manager**  **kinyopet@gmail.com** |
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