

RESUME

Personal Details

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Summary

Organized and experienced in Customer Care /Reception/ Admin/warehouse/ storekeeper. Armed with a degree in Bachelor's Degree in Supply Chain and Diploma in Business Management with good communication and people management skills, I am seeking to secure a suitable opportunity to be part of an ongoing and continued success service delivery and exceeding customers' expectations.

Professional Highlights of Experience

- 10 years of experience in Customer Care/ Front Office / Administration/ Storekeeping/ Warehousing
- Ability to multi-task, prioritize, and manage time effectively
- Customer orientation and ability to adapt/respond to different types of personalities
- Active listener and shows empathy
- Customer oriented and professional attitude
- Excellent presentation and communication skills

Skills

- | | |
|---------------------------|--------------------------------|
| ✓ Communication skills | ✓ Team player |
| ✓ Attention to detail | ✓ Record keeping |
| ✓ Time management | ✓ Ability to meet deadlines |
| ✓ Use of office equipment | ✓ Flexibility and Adaptability |
| ✓ Problem solving skills | |

Professional Experience

June 2021 – Jan 2022 Customer Service Assistant / Front Desk Receptionist
The Nail Spa - Dubai

- Opening duties – morning spot checks, making sure all areas are clean, neat and presentable
- Welcoming guests in a friendly and professional way
- Handling walk-in clients by giving them the best treatment or finding the most appropriate time and date for their future appointments.
- Calling clients for confirmation of appointment before appointment date
- Handling cash and money drawer - opening cash float in the system, closing reports, daily sales, tallying cash drawer at the end of the day.
- Making sure hygiene and cleanliness are carried out by the spa assistants and therapists
- Handling complaints and forwarding to manager as appropriate
- Provide accurate, valid and complete information as well as take the extra mile to engage customers

Feb 2015 – March 2019 Senior Associate – Supply Chain
Evidence Action Inc.

- International sourcing for suppliers and goods with consideration to lead times.
- Receiving purchase requests from projects and ensuring that all requests are supplied on time.
- Co-ordinating distribution and delivery of project orders to users both inside and outside the country.
- Prequalification and contract management with approved vendors.

- Managing Inventory and Property registers for the organization as delegated by supervising officer.
- Invite, assess, and award/recommend supplier tenders, bids, quotations, and proposals.
- Comply with and maintain knowledge of applicable rules, legislation, regulations, standards, and best practices.
- Prepare and maintain purchasing records, reports and price lists.

**Feb 2011-Sep 2014 Storekeeper/ Logistics Assistant
Catholic Relief Services**

- Liaised with Procurement, requesters, and appropriate verifiers to receive and verified all incoming goods and supplies against procurement documents, whether destined for the stores or for onward forwarding, and ensure correct quality, quantities, and correct documentation.
- Ensured that all goods issued/dispatched are fully documented and are acknowledged by the appropriate persons
- Maintained accurate and up-to-date stores records and issued out stock items and ensured proper documentation including acknowledgements of receipt on BIN cards, Waybills, etc.
- Conducted daily or frequent inspections of all stores to monitor for unauthorized access, or other actual or potential perils and Identified dead, obsolete or excess stocks and proposed disposition
- Completed full physical check of asset in stores every 3 months or upon demand, print, sign and forward to the Administration Manager
- Ensured that receipt of all assets issued/dispatched are duly acknowledged by the responsible person, and an Assets Tracking Form generated and filed as appropriate
- Ensured all incoming and issued/dispatched/disposed assets are physically labeled and recorded in the asset register.

**Sep 2009 – Jan 2011 Receptionist / Administrative Assistant
Catholic Relief Services**

- Receiving incoming calls, making outgoing calls and taking messages. Reporting telephone problems to administration Officer.
- Tracking the private and international calls and asking staff to settle the bills for international and personal calls.
- Update the staff contacts directory as and when required.
- Respond to enquiries from staff in the field and Unit and supply readily available information from office files, databases, liaising with other offices as appropriate.
- Typing, correspondence, reports and update charts and tables.
- Operate a variety of office equipment such as photocopier, facsimile, printer, telex, and maintain supplies; produce photocopies of materials as required and collate pages when necessary.
- Provide assistance to all staff services such as travel, expense claims, document retrieval, and inventory.
- Receiving, circulating and sending out general mail.
- Coordinating staff transport with the various taxi companies and compiling payment requests for the same.

Education

Kiriri Womens' University-Kenya

Bachelors of Science in Supply Chain and Logistics

St. Pauls' University-Kenya

Diploma in Business Management

Institute of Advanced Technology

Certificate-Introduction to Computer Systems and Applications

O' Levels Education

Kenya Certificate of Secondary Education

Reference

All additional recommendation, accreditations and references will be provided should they be required

