


# Jemima Nyaboke Osoro

Customer Service

 Dubai, U.A.E    Visa Status :Visit









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Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue.

## Skills

Interpersonal communication skills	
Product promotions	
Customer service	
Administrative support	
Money handling abilities	
POS systems expert	
Good listening skills	
Recordkeeping strengths	

## Work History

2018-06 - 2019-08	<div><b>Sales Representative</b> <i>Wabera Collections, Nairobi, Kenya</i><ul style="list-style-type: none"><li>Communicated with customers to understand needs and recommend appropriate solutions.</li><li>Utilized effective communication and active listening skills to create client rapport to grow profitability.</li><li>Referred customers to various services by evaluating needs and providing recommendations.</li><li>Maintained records related to sales, returns and inventory availability.</li><li>Assisted customers with prompt and polite support in-person and via telephone.</li><li>Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.</li></ul></div>
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- Merchandised attractive shelf displays with current offerings to drive store sales.

**2015-01 - 2017-12**

## **Receptionist**

*Atlantis The Palm Dubai, dubai, UAE*

- Kept reception area clean and neat to give visitors positive first impression.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Approached each problem with fresh mind and analytical strategies to quickly resolve concerns.
- Handling guests needs in a professional and pleasant manner
- Built and cultivated long-term quality relationships with clients by addressing needs and providing superior customer service.
- Meet monthly/quarterly and annual targets
- Prepare reports for all transactions
- Handled administrative aspects of sales by accepting and processing payments.
- Informed customers of promotions to increase sales productivity and volume.

**2010-01 - 2014-12**

## **Hostess/Cashier**

*Swara Safari Hotel, Nairobi , Kenya*

- Managed in-person and telephone guest inquiries, customer service requests and reservation bookings
- Processed POS transactions, including checks, cash and credit purchases or refunds
- Met and exceeded upsell goals by highlighting target merchandise with strategic promotional approaches.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Used cash registers and POS systems to request and record customer orders and compute bills.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Supported servers, food runners and bussers with keeping dining area ready for every guest.
- Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking.



## **Education**

**2003-02 - 2006-11**

## **High School**

*All Saints Academy - Kenya*

**2007-07 - 2020-09**

## **College**

*The East African School Of Aviation - Nairobi Kenya*

**2009-01 - 2009-07**

## **Computer College**

*St Joseph Computer College - Nairobi Kenya*



## **Interests**

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Swimming

Travelling

Meeting new people

Reading