CURRICULUM VITAE

PERSONAL DETAILS
Name: Georgina Rose Wanjiku Wambura
Date of Birth: 6th April, 1996
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Email: georginawanjiku1@gmail.com
Gender: Female
Nationality: Kenyan
Marital Status: Single
Languages: Swahili / English

PROFILE SUMMARY
I am well organized, proactive, determined and highly self-driven in providing timely, efficient and accurate services to both internal and external customers. I can work under pressure and with minimal supervision. Keen to find a challenging position with a successful and ambitious organization that offers opportunities of career development.

PROFESSIONAL SKILLS
➢ Ability to interact with clients, staff and senior management
➢ Ability to work independently, multitask and obtain results
➢ Ability to complete tasks before and within stipulated time o
➢ Keen to details and excellent problem-solving skills

EDUCATIONAL BACKGROUND
➢ Certificate in IT (Computer skills, (Microsoft Office Suite; Word, PowerPoint, Excel, Microsoft outlook) - 2013
➢ Kenya Certificate of Secondary Education - 2013
➢ Kenya Certificate of Primary Education - 2009

WORK EXPERIENCE

Job Title: Waitress
Kashk Bazajam Restaurant – 2020 - 2021

Duties and Responsibilities

➢ Greet and escort customers to their tables.
➢ Give menu and provide detailed information when asked (e.g., about portions, ingredients or potential food allergies).
➢ Prepare tables by setting up liners, silverware and glasses.
➢ Inform customers about the day's specials.
➢ Offer menu recommendations upon request.
➢ Upsell additional products upon request.

- ➢ Take accurate food and drink orders using a POS ordering software, order slips or by memorization.
- ➢ Check customers ID to check if the meet minimum age requirements for consumption of alcoholic beverages.
- ➢ Communicate order details to the kitchen staff
- ➢ Check dishes and kitchen ware for cleanliness and presentation and report any problems
- ➢ Arrange table settings and maintain a clean dining area
- ➢ Deliver checks and collect bill payments
- ➢ Carry dirty dishes to the kitchen for cleaning
- ➢ Follow all relevant health department regulations
- ➢ Provide excellent customer service to guests
- ➢ *Achievements: – I was tasked to coordinated the hosting of 100 international guests whereby I managed their hotels booking, transport and itinerary. J*
- ➢ *I managed to provide great customer service to all customers that increased the guest base by 30 percent.*
- ➢ *I received exemplary recommendations forin the short time I worked at Bazajam restaurant.*
- ➢ *I received recomendations for multitasking in the largest and busiest section of the restaurant during peak hours.*

Job Title: Data Capture and Call Centre Operator
Pathcare Kenya Limited Laboratory – 2018 - 2020

- ➢ **Duties and Responsibilities**

- ➢ Manning the call centre and switch board.
- ➢ Emailing and filing reports for patients.
- ➢ Entering data on the system and answering queries
- ➢ Receiving samples and billing process
- ➢ Ensuring clients are well and fully assisted
- ➢ Meeting the department standards
- ➢ Filing leave forms for staff
- ➢ Achievements: I was tasked with professional letters to customers thus keeping them updated and properly updated.
- ➢ I manageed to respond very quickly to arising situations therefore reducing customers orders delay.
- ➢ I managed to quickly and conveniently handle customers and booking quickly there fore bringing customers satisfaction and trust.
- ➢ I was able to deal politely with customers even if they proved to be dificult ,managing to calm them down with proper but firm explanation.

Job Title: Sales and Customer Care Desk
Cocoriko Investment Limited – 2016 - 2018

➢ **Duties and Responsibilities**

➢ Manning the switchboard
➢ Emailing and making follow-ups with clients
➢ Paperwork and filing
➢ Data entry
➢ Assisting clients in their purchases by giving information of the products upon request
➢ Customer service
➢ Field marketing
➢ After sales service by calling clients and ensuring they are happy with their purchases

SKILLS AND HOBBIES
➢ Socializing
➢ Reading
➢ Acting

REFEREES

Available Upon Request