

CAROLINE WANJIKU GITARI

TEL: +971 0557454379

cgitari03@gmail.com

Dear Sir/Madam

**RE: IM WRITING THIS LETTER TO EXPRESS MY INTREST FOR A JOB AS A CASHIER/
CUSTOMER SERVICE**

Am writing this to express my interest as a cashier /customer service in your organization.

Am a professional lady having experience as a Business Development officer and a branch manager in a micro finance bank as currently as a cashier in Ikea Jebel Ali

I have proven track of achieving and delivering results wherever I have worked with many certificates of achievements.

Am self-driven and passionate on whatever I do and work with organization interest at heart.

Am excited to bring my skills and expertise to your team.

Thank you in advance.

Yours Sincerely

Caroline Wanjiku

PERSONAL DETAILS

Name : Caroline Wanjiku
Gitari Gender : Female
Nationality : Kenyan
Mobile : +971 0557454379
Email : cgitari03@gmail.com



CAREER OBJECTIVE

To always serve my industry diligently, intellectually and professionally. Promote teamwork, hard work up hold and maintain the dignity of the organization observing the company's code of ethics at all times

STRENGTHS

- Excellent communication skills in English, both written & oral
- Strong passion for dealing with people and interacting with them
- Ability to work effectively and efficiently under pressure.
- Ability to multitask, excellent team player.
- Good interpersonal relationship skills
- Able to solve complains with diligence and professionally
- Able to work in a multi-cultural environment
- Creative& genuine
- Fast learner
- Challenges are ground for improvement

EMPLOYMENT HISTORY

April 2024 to date : IKEA Jebel Ali

POSITION - CASHIER

Roles:

- Collecting payments in cash and credit Maintaining receipts and records and withdrawals
- Cross selling company products
- Scanning goods and ensuring pricing is accurate
- Performing any other duty as may be directed
- Assist customers with enquiries, pricing and promotions
- Process cash , credit/ debit cards and digital payments accurately
- Provide receipts and change when necessary

- Scan and bag items efficiently for customers
- Follow cash handling and security procedures
- Keep area clean and organized
- Maintain cash register accuracy and balance transactions

JANUARY 2024 TO MARCH 2024: ABELA AND CO

POSITION: HOUSE KEEPING

Roles:

- Keeping facilities and common areas clean and maintained.
- Vacuuming, sweeping, and mopping floors.
- Cleaning and stocking restrooms.
- Cleaning up spills with appropriate equipment.
- Notifying managers of necessary repairs.
- Collecting and disposing of trash.
- Assisting guests when necessary

MARCH – 2023 AUGUST - KENYA WOMEN FINANCE TRUST BANK (KWFT BANK) POSITION: Branch manager

Roles:

Roles:

- Outreach and promotion plan by ensuring portfolio growth and attracting new custom by doing promotion
- Proper client management
- Processing of client's loans and ensuring timely crediting
- Opening of bank accounts and selling various institution products
- Educating clients on new developments within Kwft
- Fostering teamwork and supporting each other to grow business.
- Maintaining exemplary customer service standards at workplace
- Upholding the image of the institution,
- Performing any other duty as may be assigned by the supervisor

2013 MARCH – 2015 MARCH - KENYA WOMEN FINANCE TRUST BANK (KWFT BANK)

POSITION: BUSINESS DEVELOPMENT OFFICER

Roles:

- Outreach and promotion plan by ensuring portfolio growth and attracting new custom by doing promotion
- Proper client management
- Processing of client's loans and ensuring timely crediting
- Opening of bank accounts and selling various institution products
- Educating clients on new developments within Kwft
- Fostering teamwork and supporting each other to grow business.
- Maintaining exemplary customer service standards at workplace
- Upholding the image of the institution,
- Performing any other duty as may be assigned by the supervisor

2010 JANUARY TO 2012 FEBRUARY – WAITRESS – ROSTEVE RESTAURANT

Roles:

- Greet customers and welcome them
- Gives menu
- Serve food and drinks as ordered
- Handle bill payment
- Cleaning tables and setting
- Dealing with any customer complain
- Make sure customers are happy and comfortable
- Perform any other duties as may be directed

EDUCATIONAL BACKGROUND

MACHAKOS TECHNICAL COLLEGE :2006 -2009

Diploma in cooperative management Attained credit

SECONDARY EDUCATION 2001-2004 grade attained c+

KAMAHUHA GIRLS HIGH SCHOOL

PRIMARY SCHOOL :1991-2000

MUGUMO PRIMARY SCHOOL

OTHER QUALIFICATIONS

- Introduction to computers
- Ms DOS
- Ms words
- Ms Excel
- Ms Access
- Ms Powerpoint
- Internet

CERTIFICATE OF EMPLOYMENT

CAROLINE WANJIKU GITARI

This is to certify that Caroline Wanjiku Gitari Staff no. 02649 was an employee of Kenya Women Microfinance Bank from 28th March, 2011 to 23rd August, 2023.

She joined as a Business Development Officer based in Matuu, Eastern Region. She rose through the ranks to Branch Manager Mwingi Non Deposit Taking Branch, Upper Eastern Region where she served until her departure from the organization. Her main duties included; ensuring safe custody of the branch assets at branch level, growth of business both assets and liabilities, attending to customer enquiries, complaints, compliments and other observations, preparing reports as required and customer service at the branch.

She left on her own accord and we wish her a prosperous future career.



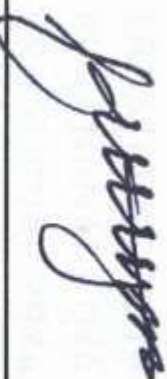
JOAN WANGECHI
HUMAN RESOURCE MANAGER

CERTIFICATE OF COMPLETION

THIS CERTIFICATE IS AWARDED TO

CAROLINE WANJIKU GITAARI

for the successful completion of
Customer Experience, Selling techniques and Business Etiquette Training.



MR MWANGI GITHAIGA

Managing Director

Kenya Women Microfinance Bank

20TH - 21ST JULY 2021

DATE



BETTY MWAURA

Director & Lead Trainer

Royalle International

Certificate of Completion



Certify that

GITARI CAROLINE WANJIKU

Successfully completed the training course

Customer Service

The Training took place in the framework of a project titled *Develop Customer Service Orientation and Management Capacity*. The consortium of ADG-International and AFC Consultants International on behalf of the Norwegian Microfinance Initiative and Kenya Women's Microfinance Bank Limited implements the project.

The consortium confirm that GITARI CAROLINE WANJIKU successfully participated in and completed the course.

Topics developed during the training were: Role of Customer Service • Internal Customer Service • External Customer Service • Complaint Management • Service Recovery • Customer Relationship Management • Communication • Sales Process

Nairobi, 24.08.2016

A blue ink signature of Ulrich Pickmeier.

Ulrich Pickmeier
Project Manager
Academy of German
Cooperatives (ADG)

A blue ink signature of Paul Kitemu.

Paul Kitemu
Trainer in charge

DEPARTMENT OF COMPUTER STUDIES

PSALMS DIGI-SOFT COMPUTER TRAINING COLLEGE

P.O. BOX 70180, Nairobi



this is to certify that

GITARI CAROLINE WANJIKU.

Has Successfully Completed The Following Course(s):-

<u>Course</u>	<u>Pass Level</u>
Introduction To Computer	Credit
Ms-Dos	Pass
Ms-Windows	Distinction
Ms-Word 97/2003	Credit
Ms-Excel 97/2003	Credit
Ms-Access 97/2003	Pass
Ms-Power Point 97/2003	Credit



Issued on this.....18th May

Day of.....2006

Project Co-ordinator

Course instructor

This certificate was issued without erasures or alteration whatsoever

Below 50% = fail 50-65% = pass 66-85% = credit 86-100% = distinction



THE KENYA NATIONAL EXAMINATIONS COUNCIL
EXAMINATIONS FOR THE BUSINESS T.E.P COURSES



NOVEMBER 2009 SERIES

GITARI CAROLINE WANJIKU

INDEX NO. 301701/091 *F*

301701 MACHAKOS TECHNICAL TRAINING INSTITUTE

2807/3 DIPLOMA IN CO-OPERATIVE MANAGEMENT

GRADE

301	CO-OPERATIVE ACCOUNTING	3 (THREE)
302	FINANCIAL ACCOUNTING	6 (SIX)
303	PRINCIPLES & PRACTICE OF MARKETING	4 (FOUR)
304	CO-OPERATIVE BANKING	1 (ONE)
305	CO-OPERATIVE LAW	4 (FOUR)
306	NATURE OF CO-OPERATIVE MOVEMENT	4 (FOUR)
307	COURSE SPECIALISATION & ENTREPRENEURSHIP PROJECTS	3 (THREE)

SUBJECTS NAMED (SEVEN)

OVERALL RESULT :

PAPERS PASSED (SEVEN)
PASS-W-CREDIT

KNEC

N.B. This is not a certificate. (See reverse)

B.T.E.P

0001043