

# ANN MIKI NDICU

## **PERSONAL DETAILS**

Date of Birth: 29<sup>th</sup> September 1993

Gender: Female

Nationality: Kenyan

Religion: Christian

Tel: +254725514020

Passport no.: AK0560688

Languages: English & Swahili

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## **PROFFESIONAL SUMMARY**

- I am hardworking, honest, a team-player, can work under minimal supervision under pressure. I have excellent interpersonal relations. I hope to apply acquired knowledge and skills within a practical and competitive working environment.

## **PERSONAL COMPETENCE**

- Ability to listen and probe effectively to determine clients' real needs •
- Proven ability to work unsupervised and under pressure
- Committed to professional ethics
- Personal management skills
- Desirable interpersonal skills

## **PROFESSIONAL EXPERIENCE**

**July 2023 – September 2024**

**Binka Mega Supermarket**

## **Responsibilities and Impact**

### **Position: Supermarket attendant**

- Greeting and Assisting Customers: Attending to customers by greeting them as they enter the store, helping with product inquiries, and providing help with finding items.
- Processing Transactions: Operating the cash register, scanning items, and ensuring correct pricing while providing a friendly and efficient checkout experience
- Stocking Shelves: Ensuring shelves are stocked with products, rotating stock, and ensuring that items are neatly arranged.
- Loss Prevention: Keeping an eye out for potential theft and reporting suspicious activities to supervisors or security.
- Bagging Groceries: Efficiently packing customers' groceries into bags, ensuring items are packed safely to avoid damage.

**January 2021 – May 2023**

**Orange Buffalo Restaurant, Qatar**

**Position: Cashier**

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## **Responsibilities and Impact**

- Registered sales and totalled customers' purchases.
  - Provided excellent customer service and ensured satisfaction.
  - Balanced the cash drawer by counting cash at the beginning and end of work shift. •
- Reported for duty punctually, wore the correct uniform and name badge at all times.

**January- November 2020**

**Facilities Management and Maintenance Company**

**Position: Janitor at Hamad International Airport**

## **Responsibilities and Impact**

- Cleaned, tidied, and maintained the airport's grounds and restrooms. •

Operated cleaning equipment properly and safely.

- Developed and maintained positive relationships with airport staff and travellers. •

Gathered, moved, and disposed off dirt and debris to designated areas.

## **March- December 2019**

### **Landmark Cafe**

**Position: Waitress**

#### **Responsibilities and Impact**

- Served food and beverage orders.
- Processed customer payments.
- Cleared tables to avoid clutter while customers were eating.
- Introduced new foods to the menu.

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## **2015 – 2017**

### **Jambo Grill Restaurant**

**Position: Waitress**

#### **Responsibilities and Impact**

- Provided impeccable customer service.
  - Accountable for customer payments and promoted to handle cashier shifts weekly. •
- Organized the setup of the eatery.

## **EDUCATIONAL BACKGROUND**

Feb- Nov 2017

Dykaan College

**Diploma in Cosmetology**

July – Nov 2014

Kiwan Computer College

**Certificate in Computer Packages**

## **HOBBIES**

- Travelling
- Socializing
- Cooking

## **REFEREES**

**1. Mr. Michael**

**Manager, Buffalo Restaurant**

+97450695782

**2. Mr. Madhur**

**Supervisor at Facilities Management and Maintenance Company**

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**3. Mr. Erick Kuria**

**Manager at Jambo Grill Ltd**

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**4. Ms. Njoroge**

**Manager at Binka Mega Supermarket**

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