



SUSAN EDITH OCHOLA

CASHIER/ONLINE PICKER

PROFESSIONAL SUMMARY

Enthusiastic and dedicated Customer Service experienced, with a passion for driving results and delivering exceptional customer experience in the sales and marketing industry. Demonstrated adaptability in handling both front of house and back of house responsibilities. Exceptional communication skills, ensuring guest satisfaction and fostering a positive dining experience. Completed relevant certifications in food safety and customer service. Known for exceptional customer feedback and excited about the opportunity to contribute to a team oriented and customer focused environment at a company that values people and their dining experiences.

WORK EXPERIENCE

Online Picker

November 2024-April 2025

Instashop

- Prepare customers order for shipment and delivery.
- Picking items from shelves and scanning
- Ensuring all items are scanned and ticked from the inventory list
- Processing orders for payments and issuing of receipts
- Packaging orders for delivery

Cashier

March 2021 – October 2023

Charchoma Hotel

- Greeting customers
- Processing petty cash
- Process payments by credit cards
- Assists customers with their purchases
- Give customer a receipt
- Operating cash register

Cyber Café technician and Cashier

Jan 2018– July 2020

Demah Photo Studio and cyber

- Capturing of Passport Photos
- Application of Driving License and Renewals
- Application of Birth Certificate, good conduct, Kenyan passport, green cards and Helb loans
- Application of KRA PIN, PIN Retrieval, and Filing Nil Returns
- Creating Email Accounts
- Providing services such as Encoding, Printing, Downloading Songs and Movies.
- Selling Electronics E.g. Phones, Electric Shower, Extensions cables, TV Aerials and Computer Components such as Keyboard, Mouse and Input Devices E.g. U.S.B Flash, Card and Memory Cards.

ACHIEVEMENTS

• Top monthly Upsell performer

Star employee of the Month, 2019 and 2023

• Leadership

Managed a team of 8 staff members during busy holidays and weekends resulting in positive customer feedback and smooth service operations.

• Training

Developed and conducted training sessions on menu knowledge and service procedures resulting in improved staff performance and customer satisfaction.

• Event planning Excellence

Successfully organized and managed over 30 dining events, significantly enhancing restraint reputation.

CONTACT

- +971585926464
- edithochola8@gmail.com
- Business Bay, Dubai

EDUCATION,

Barista Training Course 2023

Diploma: Hospitality Administration and Management,

Customer Service and Complaint Handling and Training, 2022

Food Prep and Food Safety Hazard Training, 2021

Certificate in Information Technology in Stage I and II 2016

SKILLS

- Product knowledge
- Excellent communication
- Conflict Resolution
- Superior coordination skills
- Food safety and hygiene
- Negotiation
- Excellent customer service
- Inventory organization
- Multitasking
- Health and Safety Regulations Compliance
- POS software

STRENGTHS

• Adaptability

Successfully handled both front of house and back of house tasks, demonstrating the ability to adapt to different the roles and responsibilities.

• Customer Service

Provided exceptional customer service, ensuring all guests needs were met and exceeding their expectations.

• Team work

Collaborated effectively with team members to create a positive and friendly atmosphere, resulting in increased guest satisfaction.