

## CATHERINE MWIHAKI



### CONTACT:

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**Nationality:** Kenyan

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### SKILL HIGHLIGHTS:

- Strong professional communication skills, including written and verbal
- Passionate in customer service
- Inventory management
- Supplier management
- Order Management
- Accountable and resilient
- Experience in management and administrative positions
- Basic math
- Operability and commitment
- Ability to handle pressure and stress
- Technology Proficiency in Microsoft office
- Discipline and good manners
- Time Management
- Attention to details

### LANGUAGES:

English

Swahili

### SUMMARY:

Experienced stockist with a proven track record in inventory management and order processing. Skilled in maintaining accurate stock levels, optimizing storage space, and ensuring timely delivery of products. Strong attention to detail and proficiency in using inventory management software. Excellent communicator with a commitment to providing outstanding customer service. Adept at working in fast-paced environments and collaborating effectively with team members to achieve organizational objectives.

### EXPERIENCE:

**JUJA CITY MALL SUPERMARKETS, KENYA ( FEB 2021 TO NOV 2023 )**

**POSITION: STOCKIST**

**KEY QUALIFICATIONS AND RESPONSIBILITIES:**

- Ensuring accurate stock levels by monitoring inventory turnover, conducting regular stock counts, and implementing efficient storage solutions.
- Processing orders accurately and efficiently to meet customer demands, including picking, packing, and dispatching products in a timely manner.
- Maintaining relationships with suppliers to ensure timely delivery of stock, negotiating terms, and resolving any issues that may arise.
- Inspecting incoming stock for quality and accuracy, identifying any discrepancies, and taking appropriate action to rectify problems.
- Maintaining detailed records of stock movements, transactions, and inventory levels using appropriate software or systems.
- Assisting customers with inquiries, resolving complaints, and providing product information and support when needed.
- Organizing and optimizing storage space to maximize efficiency and accessibility of stock.
- Implementing first-in, first-out (FIFO) or other rotation systems to minimize waste and ensure the freshness of perishable goods.
- Ensuring compliance with relevant regulations, safety standards, and company policies related to stock management and distribution.
- Generating regular reports on stock levels, turnover rates, and other key metrics to inform decision-making and improve operational efficiency.

**NAIROBI SUPERMARKETS, KENYA ( JAN 2018 – DEC 2020 )**

**POSITION: CUSTOMER SERVICE**

**KEY QUALIFICATIONS AND RESPONSIBILITIES:**

- Effectively communicate with customers through various channels, such as phone, email, chat, and in-person.
- Listen actively to customer concerns and address them in a clear and concise manner.
- Analyze customer issues and provide appropriate solutions or resolutions.
- Demonstrate the ability to think critically and make decisions to resolve problems.
- Possessing a deep understanding of the products or services offered by the company.
- Stay informed about product updates and changes to provide accurate information to customers.
- Demonstrating patience and empathy when dealing with frustrated or upset customers.
- Showing a genuine understanding of customers concerns and work towards finding satisfactory solutions.
- Prioritize and manage time effectively to handle multiple customer inquiries simultaneously. Ensure timely responses and resolutions to customer issues.
- Collaborate with other departments or team members to address complex customer issues.

### EDUCATION:

- Diploma in Hospitality & Business Management-Cascade Institute Of Hospitality( Kenya)
- Computer Studies & IT-St Mary College & Institute ( Kenya)
- Kenya secondary Education school-Nyamathumbi High School (Kenya)
- Kenya certificate of primary school-Good Luck Primary School (Kenya)