**CURRICULUM VITAE**

 Elsie Nicole Olando

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**JOB HISTORY**

 **Teleperformance Dubai 2022**

 Customer Relation Agent

 RESPONSIBILITIES

* Be the first point of contact on the phone with a customer and answer all questions accordingly and as per company guidelines.
* Take essential information such as names and reasons for call from customers and keep the records for later use.
* As per work guidelines I patch calls that are not in my department to the required one immediately.
* Use required tools to make sure the calls are answered well and all information is as accurate as possible.

 **Selenzo Mart Kenya 2018 - 2019**

Front Desk (Receptionist)

responsibilities

* Notify company personnel of visitor arrival and giving them visitor tags.
* Directs visitors by maintaining employee and department directories.
* Keeps a clean and organized reception area.
* Gaining a clear understanding of customers’ requirements in the field
* Recording sales and order information of the day.
* Merchandising of products and making order of running out stock
* Making sure that all the safety precautions are available and adhered to.

**EDUCATION AND TRAINING**

**KATITO POLYTECHNIC**

Certificate In Computer Packages.

**KIHARA HIGH SCHOOL**

Kenya Certificate of Secondary Education.

**VISA OSHWAL PRIMARY SCHOOL**

Kenya Certificate of Primary Education.

**COMPUTER SKILLS**

* MS Office (Word, Excel and power point) Internet and Email Application

**Social skills and competence**:

* Personal professionals whose strengths include cultural sensitivity and ability to build report with a diverse workforce in multi-cultural settings.
* Also has been a nanny for two years.

**Technical skills and competence**:

* Exceptional listener and communicator who effectively conveys information both verbally and in written form.

**Personal Details**

Nationality Kenyan

Language English, Swahili.

**Hobbies**

Playing music, outdoor adventures and watching documentaries.

**Referees**.

 Upon request