

CURRICULUM VITAE

PERSONAL DETAILS

NAME: EUNICE WAIRIMU WANJAU.
TEL NO.: +971-55 660 2987.
EMAIL: eunicewanjau24@hotmail.com
DATE OF BIRTH: 24th June 1992.
NATIONALITY: Kenyan.
RESIDENCE: Uae-Dubai.
VISA STATUS: Visit Visa (Valid till 29 Jan 24).
LANGUAGES: English & Swahili.



CAREER OBJECTIVE:

To get a position in an organization that will capture my talents, experience and personal traits all aimed at realizing the goals and objectives of the company as I develop my career further.

CAPABILITIES

- I'm flexible and quick adapter to any environment of work.
- I'm able to expand my knowledge through learning and sharing my experience with others.
- I am able to socialize with any group of people.
- Creative, strong and always focused towards the targeted goal.
- Always with a Positive mindset.

WORK EXPERIENCE

May 2021 To Sep 2023: EQUITY BANK LTD.

Position: Senior Sales Agent.

Responsibilities:

- Handled calls and emails.
- Handled customer concern professionally.
- Executed strong customer service abilities.
- Met the monthly sales targets
- Assigned duties to the Sales Agents.
- Identified new markets for the banking products.
- Prepared monthly reports.

JULY 2019 - MAR 2021: SAFARICOM KENYA.

Position: Customer Service Agent.

Responsibilities:

- Handled calls and emails.
- Approached customers
- Cold calling to upsell the product and services
- Solved customer issues in regards to the network and gadgets.
- Enrolled new customers.
- Awarded as the best up-seller for 2020.

JUNE 2017 -MAY 2019: NAKUMATT SUPERMARKET

Position: Sales Associate

Responsibilities

- Made sure that the shelves stocks are fully replenished.
- Maintained, ordered stocks and helped in confirming stocks.
- Attended to customers' queries and concerns.
- Informed and explained to the customers about our offers.
- Tracked the fast moving items and submitting the report to buying team.
- Approached new customers and creating good relationship hence maintained them.
- Met the monthly sales and upselling goals.
- Solved clients complaints in regards to the Sale
- Promoted and maintained the image of the company.

EDUCATION BACKGROUD

SEPT 2009- JULY 2016:

- Diploma in food and beverage production, sales and service management
Michuki Technical Training Institute

AUG 2016 – DEC 2016

- Computer Studies – MS. Office.

Feb 2008- Nov 2011:

- Kenya Certificate of Secondary Education.
Kibirigwi Girls Secondary School.

PERSONAL TRAITS

- Excellent communication skills
- Self motivated and committed to professional success
- Willingness to accept new and positive challenges
- A team player with good analytical and problem solving capabilities
- Ability to perform under minimal supervision and under pressure.

REFEREES

Available upon request