



## CATHERINE MWIHAKI MWANGI

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Address: Dubai, UAE

### PERSONAL DETAILS:

Nationality : Kenyan  
Visa Status : Visit visa  
Language : English, Swahili

### SKILL HIGHLIGHTS:

- Customer Service Excellence
- Strong communication and interpersonal abilities
- Proactive approach and sales excellence
- Time Management
- Inventory Management
- Sales and Upselling
- Attention to detail and multitasking capabilities
- Cash handling and point-of-sale (POS) system proficiency
- Team player and collaborative attitude
- Merchandising
- Adaptability and team collaboration

### EDUCATIONAL BACKGROUND:

- Diploma in Business Management and leadership.
- Proficiency in Microsoft Office.
- Retail Management Training.
- Customer Service Excellence
- Certificate of High School Education

### CAREER OBJECTIVE:

Motivated and customer-focused individual seeking to leverage over three years of experience in customer service and sales with a proven track record of achieving sales targets in a dynamic retail environment. Aiming to utilize exceptional interpersonal skills and extensive product knowledge to contribute to the establishment's success by driving sales growth, enhancing customer satisfaction, and fostering long-term client relationship.

### WORK EXPERIENCE:

#### **CUSTOMER SERVICE.**

TRIVON TRADING CO. LTD,  
KENYA-FEB 2022-MAY 2024

- Addressing customer questions about products, services, policies and procedures through various communication channels like phone, email, chat and social media.
- Handling customer complaints, providing appropriate solutions and following up to ensure resolution.
- Assisting customers with placing orders, tracking shipments, processing, processing returns and handlings.
- Offering assistance with troubleshooting technical issues related to product or services.
- Keeping accurate records of customer interactions, transactions and inquiries.
- Informing customers about product features, service offerings, company policies to enhance their understanding and usage.
- Identifying opportunities to promote additional products or services that may benefit customer.
- Establishing and maintaining positive relationships with customers to foster loyalty and repeat business.
- Assisting customers with billing inquiries, payment processing and resolving any related issues.

#### **SALES ASSOCIATE.**

MERCHANT GEN. LTD.  
KENYA, JUNE 2020-DEC 2021

- Greet and assist customers promptly and courteously.
- Provide knowledge and personalized product recommendations.
- Address and resolve customer inquiries, complaints, and issues efficiently.
- Upsell and cross-sell products to enhance customer purchases and boost sales.
- Process transactions accurately using (POS) point-of-sale systems.
- Educate customers about new arrivals, promotions and special offers.
- Assist in maintaining attractive and organized product displays.
- Conduct regular inventory checks and report discrepancies.
- Replenish stock on shelves and ensure products are well-presented
- Maintain cleanliness and orderliness of the store environment
- Organize fitting rooms, sales areas and back stock rooms
- Ensure all products are accurately priced and tagged
- Communicate effectively with colleagues and management about customer feedback and inventory needs
- Handle returns, exchanges and refunds according to store policies
- Follow all company policies and procedures, including safety and security protocol

### DECLARATION:

I hereby declare that the particulars furnished above are true to the best of my Knowledge and belief.