

Name : TERESIA NYAMBURA KAMAU
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POSITION : RECEPTIONIST

OBJECTIVE

Seeking a position as **Receptionist** and have experience and exceptional skills in providing excellent services to the company.

SUMMARY OF QUALIFICATION:

- Strong backing background
- Excellent technical skills when it comes to maintaining equipment
- Very strong customer service skills
- Excellent sales skills
- Strong communication skills
- Physically fit and able to do routine cleaning tasks

EXPERIENCE:

COMPANY : COZY STEAD LIMITED, KENYA

Position : Receptionist (2 Years)

COMPANY : ECHO NETWORK LIMITED, KENYA

Position : Receptionist (2 Years)

RECEPTIONIST DUTIES & RESPONSIBILITIES:

- ❖ Excellent in roles requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
- ❖ Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
- ❖ Served as first point of contact for students, faculty and staff calling or visiting the main administrative office. Efficiently operated campus switchboard and provided prompt, courteous and knowledgeable assistance.

ACADEMIC PROFILE

- ❖ Bachelor Degree

DECLARATION:

I hereby certify that the above mentioned Statement is correct & true to the best of my knowledge & belief.