

## CURRICULUM VITAE



### CAREER OBJECTIVES:

To work as a team in a reputable company with a comfortable working environment wherein I can use the fullest extent of my knowledge and skills in my chosen career and be able to impart what I have learned and experienced in my previous endeavor and at the same time achieving the goals and objectives of the company.

### SKILLS:

- Computer Literate (MS Office Application, internet and Email)
- Excellent sales and customer service, well-motivated and self-oriented.
- Communicate effectively and can deal with all levels in a multicultural organization.
- Ability to manage multiple tasks simultaneously.

### KEY COMPETENCIES:

- Friendly and confident with the natural ability to engage at all levels.
- Analytical; Quick to identify potential problem, prioritize and respond.
- Natural determination, drive, flair and readiness for a challenge.
- Calm and assured in a busy and pressurized situation.
- Natural ability and pride in the provision of high standards of service.
- Highly organized, efficient, pragmatic, and reliable.
- High degree of integrity at all times.

### WORK EXPERIENCES:

**2015 –May 2023–Simbisa brands kenya**

**Position: Customer service/cashier**

- Enhance the Customer experience by leading of associates and providing strong levels of customer service.
- Setting individual targets and ensuring the same is achieved on a daily and weekly basis.
- Handling customers complaints
- Provide appropriate solution and alternative within the time limit
- cross-sell products and introduce new one
- collect payments whether in cash or credit

## **2013-2014: Innscor Kenya Limited**

### **Position: Sales Associate**

- Provide professional customer service, maintain personal grooming standards.
- Product Knowledge and able to reached the required Sales Figure.
- Develop and maintain positive customer relations with all new and existing customers.
- Ensure high level of customer satisfaction through excellent sales service
- Responsible documents filing, maintaining daily report
- Achieve department sales goals on a monthly quarterly and yearly basis

## **2010-2012: Smoky land enterprises**

### **Position: Office Assistant/messenger**

- Handling all Admins works, database of all the clients.
- Perform general office duties such as ordering supplies, and maintaining records.
- Handling queries and complaints and transfer it to appropriate staff members.
- Checking and preparing outgoing documents and filing the incoming documents.
- Data entry.

## **ACADEMIC QUALIFICATIONS:**

September 2018: Simbisa brands academy Kenya  
Certificate in customer service and hygiene.

May 2009-January 2010: Government Training Institute  
proficiency in computer application.

. January 2004- November 2007: Gachie Secondary school  
Attained Certificate of secondary Education.

## **AWARDS:**

Achieved customer service certificate June 2018

## **PERSONAL DETAILS:**

<b><u>NAMES:</u></b>	FLORENCE WAMAITHA WANJUHI
<b><u>NATIONALITY:</u></b>	KENYAN
<b><u>DATE OF BIRTH:</u></b>	11 <sup>TH</sup> APRIL 1989
<b><u>RELIGION:</u></b>	CHRISTIAN
<b><u>MARITAL STATUS:</u></b>	SINGLE
<b><u>LANGUAGES:</u></b>	ENGLISH AND SWAHILI
<b><u>MOBILE NO.:</u></b>	+971527941413
<b><u>EMAIL ADDRESS:</u></b>	fshiiro@gmail.com