



CURRICULUM VITAE

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CAREER OBJECTIVE:

To be a role model and example to other staff able of creating confidence, trustworthy, ambitions and responsibility-oriented person. A good negotiator and of team spirit so that to create competitive and rewarding career development beneficial for both corporate and personal growth.

STRENGTHS:

Quick to learn
Hard Working
Flexible
Creative
Flexible

EDUCATION BACKGROUND

2009-2010 Utalii College

Diploma in Hotel Management

2002-2005

St John's Secondary School School

Kenya Certificate of secondary Education

1993-2001 Mbiri Primary School.

Kenya Certificate of Primary Education

WORK EXPERIENCE

2021-2024

Radison Hotel

Position: Customer Service Attendant

Duties Responsibilities

- Greeting guests on arrival.
- Undertaking front desk service duties.
- Administering check-in and check-outs.
- Assigning rooms and issuing keys.
- Delivering mail and messages.
- Processing guest payments and managing bills.
- Coordinating with porters, concierge, and kitchen staff and housekeeping.
- Acting as a central source of information for guests during their stay.
- Processing food and beverage requests.
- Resolving problems and dealing with conflict or tension with disappointed guests.
- Coordinating third-party services such as tour guides, taxis, airport transfers and rental cars.

Doha Liwa Trading Company Qatar 2014-2019

Position: Sales Associate

Responsibilities

- Greeting and welcoming customers.
- Filling collected data and maintaining cleanliness and hygiene at the working place.
- Holding trade fairs and exhibitions to encourage customers to use our products.
- Explaining to customers the functions and how to use elongated products.
- Solving handling customers complain.
- Entering of data from the sales team.
- Co-donating with the sales team and the management.
- Creating a good name for the company to the clients.
- Contacting the clients through phone or e-mail and handling their objectives.
- Advised customers on the latest trends.
- Turned customer service into sales.
- Maintained and improved store retail standards on selling floor, service areas and stock rooms.
- Provided customers with complete service and an enjoyable shopping experience to maximize sales.
- Processed deliveries and stock transfers.
- Ensured adequate quantities of stock are available.
- Ensured that the displays are attractive and appealing to customers.
- Prepared daily sales promotions so as to attract and retain more customers.
- Carrying out returns and exchange and ensuring compliance with company's procedure.
- Providing feedback to the line managers on a regular basis.

Dona Bela Company Lebanon

2012 - 2014

Position: customer service

Duties & Responsibilities

- Handling customers objective effectively.
- Correcting and depositing cheques for company.

- Conducting sales promotion for our products
- Discovering the competitors' tactics and increasing our market share
- Maximizing on the sales and creating more revenue
- Discovering new markets for our products
- Holding meetings on how to advertise the merchandise. Making sales follow up
- Maintains promotional database by inputting invoice and bill-back data.
- Updates managers by consolidating, analyzing, and forwarding daily action summaries.
- Resolves order and inventory problems by investigating data and history; identifying alternate means for filling orders; notifying managers and customers.

The Bella Vista Saloon 2011

Position: Hairdresser/Receptionist Duties

- Talk to clients about their requirements
- Cut hair using clippers, scissors or razors
- Shampoo, condition and rinse hair
- Provides services such as coloring, bleaching, applying treatment, permanent waving (with chemical solutions), straightening and tinting
- Dry hair and style it using brushes, combs, straightening irons and other equipment, advise clients on hair care.
- Block (shape), clean, color, adjust, curl and cut wigs and hair pieces
- Attend hairdressing seminars and training in order to keep up to date with new products and techniques
- Operate a cash register and computer, perform reception duties such as answering telephone calls and making appointments
- Sell retail products, maintain client records
- Clean the salon, work areas and equipment.

Hobbies

- Socializing
- Listening to Music
- Designing Adventure
- Reading

Referees

1. Joshua Mwangi

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2. Margaret Hellen

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