



## **CURRICULUM VITAE**

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### **CAREER OBJECTIVE:**

To be a role model and example to other staff able of creating confidence, trustworthy,ambitionsandresponsibility-orientedperson.Agoodnegotiatorand 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 workplace
- Holding trade fairs and exhibitions to encourage customers to use our products
- Explaining to customers the functions and how to use longed products
- Solving and handling customers' complaints
- Entering of data from the sales team
- Co-operating 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 customers' service into sales.
- Maintained and improved store retail standards on selling floor, service areas and stockrooms
- Provided customers with complete service and an enjoyable shopping experience to maximize sale
- 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 manager on a regular basis.

### **Dona Bela Company Lebanon**

**2012 - 2014**

Position: customer service

#### **Duties & Responsibilities**

- Handling customers' objectives effectively
- Correcting and depositing cheques for company

- Conductingsalepromotionforourproducts
- Discoveringthecompetitors'tacticsandincreasingourmarketsshare
- Maximizingonthesalesandcreatingmorerevenue
- Discoveringnewmarketsforourproducts
- Holdingmeetingonhowtoadvertisethemerchandise.Makingsales follow up
- Maintainspromotionaldatabasebyinputtinginvoiceandbill-backdata.
- Updatesmanagersbyconsolidating,analyzing,andforwardingdailyaction summaries.
- Resolvesorderandinventoryproblemsbyinvestigatingdataandhistory; identifying alternate means for filling orders; notifying managers and customers.

## **TheBellaVista Saloon 2011**

### **Position:Hairdresser/Receptionist Duties**

- Talktoclientsabouttheirrequirements
- Cuthairusingclippers,scissorsorrazors
- Shampoo,conditionandrinsehair
- Provideservicessuchascoloring,bleaching,applyingtreatment,permanent waving(withchemicalsolutions),straighteningandtinting
- Dryhairandstyleitusingbrushes,combs,straighteningironsandother equipment, advise clients on hair care.
- Block(shape),clean,color,adjust,curlandcutwigsandhairpieces
- Attendhairdressingseminarsandtraininginordertokeepuptodatewithnew productsandtechniques
- Operateacashregisterandcomputer,performreceptiondutiessuchas answering telephone calls and making appointments
- sellretailproducts,maintainclientrecords
- Cleanthesalon,workareasandequipment.

## **Hobbies**

- Socializing
- Listening to Music
- Designing Adventure
- Reading

## **Referees**

1. Joshua Mwangi  
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2. Margaret Hellen  
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