

# CURRICULUM VITAE

MERCY AMODING

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**Name:** MERCY AMODING  
**Date of Birth:** 2nd December 1999  
**ID No:** 37323264  
**Nationality:** Kenyan  
**Gender:** Female  
**Marital Status:** Single  
**Religion:** Christian  
**Languages:** English, Kiswahili  
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## CAREER OBJECTIVE

A dedicated, self-motivated, and reliable professional with strong interpersonal and communication skills. I strive to contribute positively to organizational growth through excellent customer service, teamwork, and integrity. My goal is to leverage my social work and customer relations experience in dynamic environments where professionalism and adaptability are valued.

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## CORE COMPETENCIES

- Excellent customer service and communication skills
  - Strong interpersonal and teamwork abilities
  - Highly organized and detail-oriented
  - Adaptable to changing environments and work demands
  - Skilled in handling customer queries and resolving complaints professionally
  - Proactive, dependable, and results-driven
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## EDUCATIONAL BACKGROUND

**2018 – 2021:** Eldoret Tourism and Professional College  
*Diploma in Social Work*

**2013 – 2016:** Eluuya Girls High School  
*Kenya Certificate of Secondary Education (KCSE)*

**2005 – 2012:** Mukuyuni Primary School  
*Kenya Certificate of Primary Education (KCPE)*

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## **WORK EXPERIENCE**

**2024 – 2025:** *UCHUMI SUPERMARKET, Eldoret*

**Position:** *Cashier*

- Processed customer purchases accurately and efficiently using point-of-sale systems.
- Maintained a clean and organized checkout area to enhance customer satisfaction.
- Assisted in stock management, product display, and price labeling.
- Handled cash, mobile payments, and card transactions securely and responsibly.
- Provided friendly, professional customer service and resolved minor issues promptly.

**2022 – 2024:** *MAHINDI HOTEL, Eldoret*

**Position:** *Receptionist*

- Welcomed guests and managed check-in and check-out processes efficiently.
- Handled phone and in-person inquiries, bookings, and customer complaints.
- Maintained accurate guest records and billing systems.
- Promoted hotel services and maintained high standards of hospitality.

**July – December 2019:** *WEST MATERNITY HOSPITAL, Eldoret*

**Position:** *Social Worker*

- Offered social support and counseling to patients and families.
- Assisted in organizing health awareness programs and community outreach.
- Maintained client records and ensured confidentiality.
- Collaborated with medical staff to support patient welfare and recovery.

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## **HOBBIES & INTERESTS**

- Reading and continuous self-improvement

- Travelling and exploring new cultures
- Socializing and community engagement
- Participating in sustainable development initiatives

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## **REFEREES**

### **Dr. Fred Wekesa**

Clinical Officer, West Maternity Hospital, Eldoret

Tel: 0712 911 903

### **Mrs. Elizabeth Chepkosgei**

Nurse, West Maternity Hospital, Eldoret

Tel: 0721 154 805

### **Mr. Michael Amariat**

Manager, Mahindi Hotel, Eldoret

Tel: 0723 923 212

### **Janet imaya**

Manger Uchumi Supermarket

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