

## CURRICULUM VITAE

Name: JOYCE MUGURE WAKIURU  
Status: Single.  
D.O.B: 13<sup>TH</sup> February 2000  
Sex: Female.  
Nationality: Kenyan.  
Languages: English, Kiswahili, Kikuyu.  
Religion: Christian.  
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### Objective.

Dedicated and result driven professional with excellent customer service skills, experience in handling customer inquiries, and a strong ability to work in a team, seeking to work for any firm that will help me enhance my analytical and sales skills acquired through my hands-on experience and let me explore various customer services and relationship management.

### Work Experience

#### UNGWANA SHUTTLE COMPANY

April 2020 - August 2025:

##### 1. Receptionist

- Resolve product and service complains efficiently, ensuring timely solutions and improved customer retention.
- Respond to customer inquiries via phone or personally maintaining a 95% satisfaction rate.
- Complied and analyzed customer feedback to support service improvement.
- Maintained daily to monthly cash record and assisted in daily operation.
- Processed sales transactions accurately and handled cash and mobile payments.
- Provided personalized customer support with their parcels.
- Maintained accurate travel and parcel payment records.

February 2019 - November 2019:

2. Sale Assistant
  - Assisted sales representatives in promoting and selling company products to clients.
  - Maintained an updated customer records, ensuring accurate and organized data.
  - Supported follow-up communication with customers to confirm orders and deliveries.
  - Monitored stock levels and alerted the team of low inventory items.

January 2018 - November 2018:

3. Dairy Vendor (milk vendor)
  - Maintained high hygiene standards during handling, storage and transportation of milk.
  - Manage customer orders, deliveries and payments accurately.
  - Keep proper records of sales and stock.
  - Dairy sales and distribution assistant for morning fresh milk supplies.
  - Maintained customer trust by ensuring product freshness and fair pricing.

Education.

2014-2017 ST. VALENTINE GIRLS HIGHSCHOOL

- O-Level

2006-2013 IMARA PRIMARY SCHOOL

Other Achievements

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- CLEARED OF ANY CRIMINAL OFFENCE
- REWARDED A CERTIFICATE IN SCOUTS

Personal Attributes

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- Ability to work under minimal supervision and to interact well

with the management.

- Team spirit.
- Honest and trustworthy.
- Hardworking and self-motivated.
- Excellent communication and interpersonal skills.
- Reliable and punctual.

#### Referees

- LENARD MURIMI NDEGE  
MANAGER UNGWANA SHUTTLE  
WHITE ANGLE HOUSE, NAIROBI  
[TEL:0717293213](tel:0717293213)
- GLADWEL GATWIRI MURIIKI  
SALES MANAGER AT SINA MEDICAL PHARMACEUTICALS  
NAIROBI  
[TEL:0708220171](tel:0708220171)