

CURRICULUM VITAE

Name: JOYCE MUGURE WAKIURU

Status: Single.

D.O.B: 13TH 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 complaints 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

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

Personal Attributes

- 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
- GLADWEL GATWIRI MURIJKI
SALES MANAGER AT SINA MEDICAL PHARMACEUTICALS
NAIROBI
TEL:0708220171