

FAITH KARIUKI

CONTACT

0748019489

kariukifaith899@gmail.com

SKILLS

- Customer Service & support
- Communication & Interpersonal Skills
- Cash Handling & Math Accuracy
- Upselling & Product Knowledge
- Time Management & Multitasking
- Conflict Resolution
- Problem Solving
- Team Collaboration
- Flexibility & Adaptability

REFERENCE

James Mwangi

Phone: 0720090609

PROFILE

Motivated and results-driven professional with proven experience in customer service and retail. Highly organized and adaptable with strong interpersonal and communication skills. Committed to delivering quality experiences and achieving team goals in fast-paced environments.

WORK EXPERIENCE

Elegance Beauty Shop Jan 2025 - June 2025

Sales attendant

Assisted customers with purchases and inquiries.

Maintained inventory and merchandising standards.

Surpassed sales targets through upselling.

John Blessed Banking Agency Dec 2020 - Jan 2023

Customer Service

- Educated customers on banking options and fraud prevention.
- Handled transactions and achieved 95% customer satisfaction rating.
- Delivered excellent customer support and resolved inquiries promptly.

June 2020-Oct 2020

Amazing Grace Hotel

Waitress

- Maintained cleanliness and followed safety regulations.
- Encouraged customer loyalty through personalized service.
- Provided fast, friendly service in a busy environment

EDUCATION

Skills Africa Training Institute Oct 2024-Jan 2025

Certificate Nursing Assistant Course

Mumbi Salon Feb 2024 - June 2024

Hair dressing course

St Theresa’s Kairini High School 2016 - 2019

Kenya Certificate of Secondary Education

Ilbisil Township Primary School 2008 - 2015

Kenya Certificate of Primary Education