

# LUCY CHIRINDO MWAMULANDA

Phone: +254 793 522 914 | Email: lucy chirindo75@gmail.com

## CAREER OBJECTIVE

Aspiring to leverage my strong communication, problem-solving, and customer service skills as a receptionist or sales agent. With a background in hospitality and tourism, I am dedicated to providing exceptional service and contributing positively to your organization. I am hardworking, flexible, and able to work independently while delivering quality and professional service.

## EDUCATION

### Mombasa Aviation Training Institute

*Diploma in Front Office and Administration*

2023 - 2024

### Kakuyuni Vocational Training

*Certificate in Hospitality and Tourism Management*

2022 – 2023

### Dream Achievers Youth Organization

*Certificate in Entrepreneurship and Business Development*

2019 – 2020

### Ganze Girls' Secondary School

*Kenya Certificate of Secondary Education*

2015 – 2018

## ADDITIONAL EDUCATION

### Yusudi Sales Academy

Women in sales program (Cohort 2)

09/2024 – 11/2024

### Rome Gate Computer College

*Certificate in Computer Packages*

2020 – 2021

### Go Blue

*Certificate of Digital Tourism Training*

06/2024 – 07/2024

## WORK EXPERIENCE

### iNet Africa

*Front Office and Sales Representative*

2023 to 2025

- Prospecting and acquiring new customers through cold calling.
- Conducting marketing campaigns
- Presenting WiFi solutions to clients, addressing their concerns and providing necessary information.
- Negotiating deals to close sales and ensure customer satisfaction.

### Garoda Resort

*Waitress and Housekeeping*

2022 – 2023

- Ensured guest satisfaction through attentive service and hospitality.
- Assisted in managing guest inquiries and resolving complaints efficiently, showcasing strong problem-solving abilities.

### Community Health Services (Volunteer).

2020 – 2021

- Conducted health checks and provided first aid to community members, demonstrating care and compassion.
- Developed excellent interpersonal skills by engaging with diverse individuals and understanding their needs.

### Sales Lady in Food Processing Business

2019 – 2020

- Managed sales of vegetables, fried potatoes, and doughnuts, demonstrating effective sales techniques and customer interaction skills.
- Handled cash transactions, maintained inventory, and ensured product quality, showcasing reliability and attention to detail.
- Built strong relationships with customers, leading to repeat business and increased sales.

---

## SKILLS

- Proficient in both verbal and written communication, ensuring clear and professional interactions with clients and colleagues.
- Capable of identifying issues and implementing effective solutions promptly.
- Dedicated to providing outstanding service and ensuring customer satisfaction.
- Able to make informed decisions quickly and confidently.
- Comfortable working in dynamic environments and adapting to changing circumstances.
- Proficient in MS Office Suite and basic computer troubleshooting, essential for administrative and clerical tasks.

---

## REFERENCES

Available upon Request