

LUCY CHIRINDO MWAMULANDA

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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

<b>Mombasa Aviation Training Institute</b> <i>Diploma in Front Office and Administration</i>	2023 - 2024
<b>Kakuyuni Vocational Training</b> <i>Certificate in Hospitality and Tourism Management</i>	2022 – 2023
<b>Dream Achievers Youth Organization</b> <i>Certificate in Entrepreneurship and Business Development</i>	2019 – 2020
<b>Ganze Girls’ Secondary School</b> <i>Kenya Certificate of Secondary Education</i>	2015 – 2018

ADDITIONAL EDUCATION

<b>Yusudi Sales Academy</b> Women in sales program (Cohort 2)	09/2024 – 11/2024
<b>Rome Gate Computer College</b> <i>Certificate in Computer Packages</i>	2020 – 2021
<b>Go Blue</b> <i>Certificate of Digital Tourism Training</i>	06/2024 – 07/2024

WORK EXPERIENCE

<b>iNet Africa</b> <i>Front Office and Sales Representative</i>	2023 to 2025
<ul style="list-style-type: none"><li>Prospecting and acquiring new customers through cold calling.</li><li>Conducting marketing campaigns</li><li>Presenting WiFi solutions to clients, addressing their concerns and providing necessary information.</li><li>Negotiating deals to close sales and ensure customer satisfaction.</li></ul>	
<b>Garoda Resort</b> <i>Waitress and Housekeeping</i>	2022 – 2023
<ul style="list-style-type: none"><li>Ensured guest satisfaction through attentive service and hospitality.</li><li>Assisted in managing guest inquiries and resolving complaints efficiently, showcasing strong problem-solving abilities.</li></ul>	
<b>Community Health Services (Volunteer).</b>	2020 – 2021
<ul style="list-style-type: none"><li>Conducted health checks and provided first aid to community members, demonstrating care and compassion.</li><li>Developed excellent interpersonal skills by engaging with diverse individuals and understanding their needs.</li></ul>	
<b>Sales Lady in Food Processing Business</b>	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.
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## 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.
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## REFERENCES

Available upon Request