

CHEPKORIR CAREN

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CAREER OBJECTIVE

A dedicated and reliable professional with a Diploma in Human Resource Management and proven experience in human resource administration, reception, staff supervision, and customer service. Seeking an opportunity in a reputable organization where I can apply strong organizational, interpersonal, and administrative skills to enhance operational efficiency, support staff performance, and contribute to the achievement of organizational goals.

PROFESSIONAL EXPERIENCE

Carrefour Kenya

Store Attendant

2023 – 2025

- Provided excellent customer service and assisted customers with product inquiries
- Operated cash registers and handled transactions accurately
- Replenished shelves and ensured proper product display
- Maintained cleanliness, safety, and organization of the store
- Worked collaboratively with team members to achieve daily operational targets

Famous Gate Hotel – Bomet Branch

Supervisor / Staff Manager

2020 – 2022

- Supervised and managed hotel staff to ensure smooth daily operations
- Prepared duty rosters and coordinated staff work schedules

- Trained new employees on customer service standards and workplace policies
- Monitored staff performance and maintained discipline
- Resolved staff and customer issues professionally
- Ensured high standards of customer service and guest satisfaction

Kenya Tea Packers Limited (KETEPA LTD) – Kericho Branch

Receptionist

2019 – 2020

- Welcomed visitors and managed front-office operations professionally
- Answered, screened, and directed phone calls efficiently
- Received, recorded, and dispatched incoming and outgoing correspondence
- Assisted with general administrative and clerical duties
- Maintained confidentiality and professionalism at the reception desk

Kenya Tea Packers Limited (KETEPA LTD)

Industrial Attachment – Human Resource Department

- Computed, processed, and consolidated employee leave records
- Captured and updated overtime data
- Updated employee records and maintained the personnel register
- Updated the HR module system
- Received and dispatched HR correspondence
- Performed filing and general HR administrative duties

EDUCATION

University of Eldoret

Diploma in Human Resource Management
January 2017 – November 2018
Award: **Credit**

Ndaraweta Girls High School
2008 – 2011
Grade: **C-**

St. Mary's Girls Boarding Primary School
1998 – 2007
Marks: **345**

OTHER TRAINING & CERTIFICATIONS

- **Kenya Institute of Business (Joyful Women Organization)** – Training Program (February 2015)
- **Salex Business Institute** – Computer Packages (January 2012 – March 2012)
Award: **Distinction**

KEY SKILLS

- Verbal and written communication
- Customer service and front-office management
- Human Resource administration
- Staff supervision and team coordination
- Conflict resolution and problem-solving
- Record keeping and data management
- Professional ethics and confidentiality
- Adaptability and teamwork

REFERENCES

Isaac Keror

School Coordinator, University of Eldoret

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David Koskei

Head of HR & Administration, Kenya Tea Packers Limited

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Emmanuel Kipkirui

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