| **PERSONAL DATA**  | **CURRICULUM VITAE**  |
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NAME : Caroline Wanjiru Wanjihia 

DATE OF BIRTH : 17TH March 1993

NATIONALITY : Kenyan

TEL NO : +971 502731322

MARITAL STATUS : Single

VISA STATUS : Visit Visa

LANGUAGES : English, Swahili, Arabic (basic)

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# PERSONAL STATEMENT

An adaptable, energetic and enthusiastic person who enjoys a challenge and achieving personal goals.

# CAREER OBJECTIVES

To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities to grow and utilize my potential fully to achieve organization goals while achieving my personal goals.

# PROFESSIONAL PROFILE

* Outstanding work ethic, persistence and organizational skills
* Highly skilled in problem analysis, proven ability to asses and hurdle problems or a crisis
* Solid background in customer- centred work environments which underscores commitment to high quality service delivery
* Able to meet strict deadlines in the line of duty

## PERSONAL ATTRIBUTES

* Able to effectively communicate with different individuals and groups
* Extensive knowledge of online platforms for PR distribution
* Great time management skills and able to organize schedules efficiently
* Exceptional attention to detail and accuracy and able to work with minimal supervision
* Self-motivated and leadership skills
* Critical thinker, Innovative and creative
* Strong team player
* Strive for quality and able to work under pressure
* Proficiency in MS word, MS Excel, Spreadsheet, Front Office service

## ACADEMIC QUALIFICATIONS

## 2016-2012: MOI UNIVERSITY ELDORET

 Bachelor degree in communication and public relations (Human Resource and Development.)

**2011-2008: ST DEBORAH GIRLS HIGH SCHOOL**

 Attained a B+ of 70 points in my K.C.S.E.

**2006-1998: WISE SHEPHERD ACADEMY**

 Attained 358 points in my K.C.P.E.

**WORK EXPERIENCE**

## NOVEMBER 2022 - MARCH 2023: RESIDENTIAL PROPERTY - Housekeeping

### Responsibilities

* Keeping rooms clean and welcoming
* Picking and taking care of laundry and linens
* House Management
* Care for all fittings, fixtures and furniture
* Making beds
* Taking out the trash

## FEBRUARY 2021 - OCTOBER 2022: VOYAGER BEACH RESORT - Front Office / Receptionist

### Responsibilities

* Customer service
* Distribution of room keys
* Helping guests with any questions or complaints
* Registering guests and verifying reservations
* Checking guests in and out
* Providing guests with information about the hotel

## DECEMBER 2019 - FEBRUARY 2021: VOYAGER BEACH RESORT - Waitress

### Responsibilities

* Customer service to ensure customer satisfaction.
* Welcoming and seating guests
* Taking guest orders
* Offering recommendations for appetizers, desserts and drinks to improve sales
* Serving food and beverages to guests
* Clearing tables

## MARCH 2018 - DEC 2019: AS A KENYA INTERNATIONAL - Loan Officer

### Responsibilities

* Evaluating loan applications and documentation by confirming credit worthiness.
* Completing loan contracts by explaining provisions to applicants, collecting fees, obtaining signatures and notarizations.
* Completing loan contracts by explaining provisions to applicants, obtaining signatures and notarizations; collecting fees.
* Attending group meetings and making the necessary loan and collections.

##  MARCH 2017 - FEBRUARY 2018: ROYAL PROPERTIES LIMITED - Real estate and property consultant

### Responsibilities

* Creating your own client base
* Accompanying clients for site viewing
* Marketing company projects to potential clients
* Attending company activations to increase sales

## JULY 2016 - DECEMBER 2016: ORIFLAME SWEDEN - Independent sales and Image consultant

### Responsibilities

* Handling clients
* Online marketing of company products
* Event management i.e. weddings, personal parties, birthdays
* Creating publicity for the Oriflame products and services to the Kenyan community

**DECEMBER 2015 – MARCH 2016: AMICA SAVINGS AND CREDIT - Field attachment**

### Responsibilities

* Sales and marketing
* Shares and savings
* Loans
* Customer care
* Accounts

## MARCH 2012 - SEPTEMBER 2012: GICHAGIIINI SECONDARY SCHOOL - Peer Teacher

###  Responsibilities

* Organizing class notes and students
* Leading the students on their day to day classwork activities
* Peer counselling

**HOBBIES**

* Traveling and enjoying different cultures
* Swimming
* Reading inspirational material
* Meeting and interacting with different people

**REFEREES: Upon request**