****

**GRACE WHUGHANGA SOWA**

**P.O BOX 28828-00200 NAIROBI**

**MOBILE NO: 0718626209**

**CAREER OBJECTIVE**

To work in a demanding position as a member of the company’s team where i can apply the theory learnt and to be exposed to an atmosphere where i can gain more proficiency to further and develop my career, while at the same time full utilizing my skills to see the organization goals.

**EMPLOYMENT DETAIL**

**March 2013 to April 2014**: **Lancet laboratories**

* Designation: Call Centre Agent.
* Cashiering
* Taking care of incoming patients
* Answering to incoming calls and taking care of customer queries on phone
* Marketing to the regular doctors around

**Aug 2012 to Jan 2013: Quickpack Limited**

Designation: Secretary

* Marketing the Company
* Administration procedure including typing work, correspondence, making quotations, preparing invoices, maintaining an orderly appearance of the register area and operating the switchboard.
* Communicate customer requests to management.
* Maintains of employees personal records and files.
* Banking
* Perform miscellaneous job- related duties as assigned.
* Performing other finance related duties and responsibilities as instructed by the seniors.

**March 2010 to June 2012: Technique Connections**

**Designation: Customer Service Assistant**

* Provide excellent service & prompt response or other assistance to our valued customers and effective develop effective client relations to create repeat and continued business.
* Work closely with the manager in ensuring department targets are met or exceeded.
* Implement ambiance appropriate to the prestige lifestyle image of the store.
* Maximize sales by implementing and monitoring client books and sales availability.
* Maximize sales by advising customers on further purchase.
* Support the manager in implementing new initiatives that are relevant and promote organizational growth through sales activities.
* Adhering to the standard of operations and support the manager in achieving the departments goals.

**Marende law firm Mombasa**

**December 2009 to Feb 2010**

**Designation: Sales Executive/ Customer care representative**

* Operating the switch board to relay incoming, outgoing and inter-office calls.
* Accurately maintain the office filling.
* Ensure effective communication on issues and ideas between clients and operational
* management.

**EDUCATIONAL BACKGROUND:**

2013 to date-Air ticketing and travel operations

**2010-2012 Zetech College**

Diploma in Business Administration

* Core units: public relations
* Entrepreneurship
* Company law
* Transport and supply management
* HIV/AIDS
* Financial accounting

**2006-2009 Kiongwani Secondary School**

‘O’ Level

**1999-2005 Kathonzweni Primary**

Primary Level

**CAREER PREVIEW**

I am well versed in dealing with people from various backgrounds, I have excellent communication skills and my experience has given me enough confidence to take up challenging tasks and to be of good service whenever necessary at any time.

**EXTRA CURRICULUM VITAE**

* Socializing and making friends
* Travelling
* Swimming
* Playing Table Tennis and Badminton
* Reading
* Camping

**REFEREES**

1. Samuel Nguyo

Director

Quickpack Limited

+25472838759

1. Emma Onyango

Head of Admin Manager

Lancet laboratories

+254722939744.

1. Isabella Wanjiku Ndegwa

Assistant Operations Manager

Lancet labaratories

+254723471559.