



# FRONT OFFICE EXECUTIVE

## ESTHER MBUIYA GITAU

### PROFILE

Sales and customer service professional with more than 4 years of experience in Guest relations and host.

Looking for a sales or customer service role where I can be able to utilize my skills and abilities to meet and exceed organizational objectives.

### CONTACT

**PHONE :056-251-6841**

**EMAIL: esthergitau14@gmail.com**

**DATE OF BIRTH: 14-July-1992**

**VISA STATUS: Visit Visa**

### KEY SKILLS AND CHARACTERISTICS

- Good communication and interpersonal skills. (English and Swahili)-written and verbal.
- Awesome presentation skills.
- Good in time management.
- Fast learner and can adapt to different environments fast.
- Proficient in computer applications MS Word, MS Excel and Outlook
- Excellent numeracy and Cash handling skills.

### WORK EXPERIENCE

#### **AL LOKRIT INTERNATIONAL FLOWER TRADING LLC**

##### **Sales and customer service representative**

October 2020-September 2021

- Answered,screened and forwarded emails and phone calls in the office.
- Greet and welcome guests when they enter the office.
- Selling of flowers to both walk-in and online customers.
- Handled the cash register as well as the petty cash for the organization.
- Keep updated records of office expenses and costs.

##### **Florist (General help)**

September 2019 – October 2020

- Received flower shipments and entered them in the CRM system.
- Created appealing flower display at client's select venues.
- Packaged client's flowers carefully to prevent breakages.
- Updated all flower orders on the register.

#### **JUBILEE INSURANCE**

##### **Front Office Assistant**

May 2017 - April 2018

- Greeted and welcomed visitors and clients into the office premises
- Received phone calls and correspondent emails.
- Communicated and coordinated weekly office meetings.
- Maintained records related to sales, visitor and office facilities.
- Prepared sales slips and policy contracts.

#### **JADE COLLECTION –NAIROBI.**

##### **Sales Associate**

February 2015 - April2017

- Assisted customers in finding items at the store.
- Handled cash as well as credit card transactions
- Responded to customer queries and updated them on trends in fashion.
- participated in stocking exercises.

### EDUCATION

#### **Mount Kenya University (MKU) Kenya 2012-2017**

Bachelor of Science in Nutrition and dietetics.

Diploma in Clinical Nutrition

#### **Institute of Advanced Training Centre (IAT) May - Sept 2011**

Certificate in Computer Application.