

MARY CHEPKWONY

P.O Box 21862-00400, NAIROBI.

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Personal Details

NAME: MARY CHEPKWONY
DATE OF BIRTH: 26th June, 1979
NATIONALITY: KENYAN
GENDER: FEMALE
MARITAL STATUS: MARRIED
RELIGION: CHRISTIAN

Career Objective

To be associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation

Work experience

(2018 September to date) University of Nairobi Customer Experience and Information Center

[2010 November to 2018 September] UNES Limited

Customer Care Officer

- Attending to customer inquiries/complaints and answering phone calls.
- Issue customer feedback forms to customers and submit the forms to the manager for further action.
- Submit weekly reports of the following to the manager:
 - Pending orders/LPOS.
 - Intents and requisitions pending at procurement.
 - Quotations sent to clients
 - Request for quotation sent to procurement.
 - Sales achieved by the sales associates against their targets.
 - Maintain and update the customer database.
 - Coordinate inter stores requests and transfers.
- Manning of customer care desk

[2005 to 2010] Hidden treasures limited

Branch manager

- Oversee all operations in the branch.
- Train new staff
- Schedule and supervise staff on a 24 hour shop.
- Communicate with stores and general manager regarding sales targets and profits strategies
- Prepare and submit monthly reports to the managing director.
- Stock taking / monitor cash.
- Record incoming books and compile in the system for securing purpose.
- Present information to senior management on customer request and fast selling books

[2001 to 2005] Hidden treasures limited

Sales / Merchandiser

Cashier

Education

2018 University of Nairobi

Currently pursuing Bachelor of Arts in social sciences.

[2012-2013] University of Nairobi

Diploma in Public Relations (Credit)

[2011] University of Nairobi

Certificate in Public Relations (Distinction)

[May-July 2013] University of Nairobi

Certificate in Kenyan Sign Language Interpreters Course

[January –march 2012] University of Nairobi

Certificate in Basic Kenyan Sign Language Skills

[1997-2000] St. Mary's Taach -A sis

Kenya Certificate of secondary education
(C-)

[1987-1996] IPA Primary School

Kenya Certificate of primary Education

**In training in
customer care**

June 23rd to 24th 2011 :Kenya Literature Bureau

-Customer service Skills

-Effective Selling skills

Communication and public relation For customer care.

-Managing point of sale materials

-KLB Branching

30th September 2011 :CLC International

-Profitability & customer retention In hard economic times

**Interests and
activities**

❖ Reading Novel

❖ Traveling

❖ Making Friends

References

Otieno Adero

Manager

UNES Bookstore

P.O. Box 68241-00200

Cell: 0725592235

Danson Thuo

Marketing Officer

Waumini Housing Co-operative Society Ltd

P.O. Box 9398-00100

Nairobi

Cell: 0724851675

John Lagat

Safaricom Limited

P.O. Box 46350-00100

Cell: 0724814725