



# IMMACULATE WANJIKU KARANU

## CUSTOMER SERVICES / SALES

### CONTACT

- +971525150862
- immahshiku895@gmail.com
- Dubai, United Arab Emirates

### EDUCATION

#### KCSE-2012

### SKILLS

- Excellent customer service skills
- Strong communication and interpersonal abilities
- Sales coordination and consultancy expertise
- Problem-solving and decision-making skills
- Attention to detail and organizational skills
- Proficiency in Microsoft Office Suite and CRM software

### PERSONAL DETAILS

- Gender : Female
- Nationality: Kenyan
- Visa Status: Employment Visa

### LANGUAGES

- English
- Swahili
- Arabic

### CAREER OBJECTIVE

A dynamic and results-oriented professional with a solid foundation in customer service, sales coordination, and consultancy. With a proven ability to deliver exceptional customer experiences and drive sales growth, I am seeking a challenging role where I can leverage my skills to contribute to the success of a forward-thinking organization. Eager to utilize my expertise in building client relationships, providing strategic sales support, and maximizing revenue opportunities in a dynamic and collaborative environment.

### WORK EXPERIENCE

#### Barista

Emirates Leisure Group(Costa Coffee), Dubai, UAE

Duration: Aug 2024 - Present

#### Duties and Responsibilities

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
- Packaging food and beverages for sale.
- Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods.
- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.

#### Customer Services / Sales Consultant

Travelex L.L.C, Dubai, UAE

Duration: February 2022 - May 2023

#### Duties and Responsibilities

- Provided exceptional customer service to clients, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Acted as a consultant, offering personalized recommendations and solutions to meet customer needs and preferences.
- Handled sales transactions efficiently, processing orders and payments accurately.
- Collaborated with team members to achieve sales targets and contribute to the overall success of the business.
- Maintained a thorough understanding of products and services offered to effectively communicate features and benefits to customers.
- Implemented strategies to enhance customer engagement and loyalty, resulting in increased repeat business.

### **Kids Club Associate**

Denvallis Garden City Mall, Nairobi, Kenya

Duration: March 2020 - Jan-2021

#### **Duties and Responsibilities**

- Treats each child with dignity and respect.
- Recognizes and considers the individual needs of each child.
- Aspects of child medical condition as written in registration form
- Helps children learn to think creatively, and respect themselves and others.
- Ensure that all kids have a registration form on file.
- Open and prepare Kids Club for daily activities.
- Responsible to do the opening and closing of Kids Club
- Assist in planning and implementing the daily program for children

### **Customer Services**

Texas Barbeque & Lounge LLC, Nairobi, Kenya

Duration: October 2018 - Jan 2020

#### **Duties and Responsibilities**

- Delivered high-quality customer service in a fast-paced restaurant environment, ensuring a positive dining experience for patrons.
- Addressed customer inquiries and concerns promptly, demonstrating strong problem-solving skills.
- Managed reservations, seating arrangements, and customer flow to optimize restaurant operations.

### **Sales Coordinator**

Woolworth L.L.C, Nairobi, Kenya

Duration: February 2017 - April 2019

#### **Duties and Responsibilities**

- Managed the daily operations of the teller department, overseeing a team of tellers and ensuring the accurate processing of customer transactions.
- Conducted regular audits to maintain the integrity of financial records and compliance with regulatory requirements.
- Provided exceptional customer service, addressing inquiries, resolving issues, and promoting banking products.
- Implemented efficient cash handling procedures and maintained a secure and organized cash vault.
- Collaborated with management to develop and implement strategies for increasing branch profitability.

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### **DECLARATION**

I declare that the information provided above is true and correct to the best of my knowledge

**IMMACULATE WANJIKU KARANU**