

**LIVINGSTONE SAMSON
AKHOBE WALUBIRI**

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PERSONAL DETAILS

GENDER : Male
D.O.B : 04th Feb 1988
RELIGION : Christian
LANGUAGES : English, Swahili
MARITAL STATUS : Married
NATIONALITY : Kenyan

Career objectives

To fulfill the objective of the organization, adding value to it and improving the quality for it through application of my skills.

Personal profile

- Excellent organization skills
- Ability to utilize sound judgment when making decisions
- Adopt and experienced in problem solving and providing solutions

EDUCATION BACKGROUND

2011-2013. : NYS Institute of business Studies.
: **Accounting Technician Certificate**

2009-2010. : Gilgil National Youth Service training.
: **Paramilitary training**

2005-2008. : St Mark Bulanda Secondary School
: **Kenya certificate of secondary school**

1996-2004. : St Mathew's Namusasi primary School
: **Kenya certificate of primary school**

SKILLS

- Customer service
- Personal Service
- Eye to details
- Monitoring,
- Mathematics,
- Judgment
- Decision Making,
- Active Listening,
- English Language

HOBBIES

- Travelling
- Socializing
- Adventure

Working experience

2021 to date. : Albran Engineering Company - Shop assistant.

Duties

- ✓ Receiving, processing, and organizing shipments and deliveries accordingly.
- ✓ Restocking depleted or low shop items and ensuring that the sales floor is organized according to established guidelines.
- ✓ Assisting customers in locating desired shop items.
- ✓ Informing customers of shop promotions to encourage purchases.
- ✓ Performing regular price audits to identify and correct price discrepancies.
- ✓ Performing end-of-day cleaning duties, which includes wiping down windows, mirrors, and fixtures as well as sweeping and mopping the shop floor.
- ✓ Addressing and resolving customers complaints in a professional manner.
- ✓ Processing customer payments using the shop's Point of Sale (POS) system.
- ✓ Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.

May 2017-2019. : Achievo Kenya Ltd - Supervisor.

Duties

- Manage the daily operations of a retail store, including staff assignments, inventory control, and customer service
- Develop and implement strategies to increase sales and customer satisfaction
- Monitoring store inventory and ensuring shelves are well stocked
- Assisting customers with their inquiries and complaints
- Managing staff scheduling and ensuring sufficient staff coverage
- Maintaining a clean and organized store environment
- Enforcing store policies and procedures
- Providing customer service training to new and existing staff members
- Assisting with store merchandising and displays
- Performing daily opening and closing procedures

April 2012- 2017. : Innscor Kenya Ltd - Shift manager

Duties

- ✓ Greet customers and ask about the quality of service they are receiving.
- ✓ Evaluate workers' performance and prepare written performance evaluations.
- ✓ Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- ✓ Investigate and resolve complaints regarding food quality, service, or accommodations.
- ✓ Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
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- ✓ Calculate total payments received during a time period, and reconcile this with total sales.
- ✓ Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.

REFEREE

Upon request