

## CURRICULUM VITAE

# ELIZABETH MIRUKA



## PROFILE

I'm dedicated and customer-focused professional with experience in customer service. Adept at providing exceptional service and maintaining high levels of customer satisfaction in fast-paced environments. Strong communicator with the ability to build rapport and foster positive relationships with customers from diverse backgrounds. Skilled in problem-solving, handling complaints, and working collaboratively with team members to ensure smooth operations. Eager to transition into the aviation industry, leveraging my customer service skills, enthusiasm for travel, and commitment to delivering a safe, enjoyable experience for customers

## CONTACT

PHONE:

+254 714520313

EMAIL:

[elizabethmasese521@gmail.com](mailto:elizabethmasese521@gmail.com)

## HOBBIES

- Travelling
- Swimming
- Cooking and baking
- Socializing
- Fitness

## WORK EXPERIENCE

### 2021 Jun- Jan 2024 : FRM (East African Packers)

Position: Sales Representative

#### Duties and Responsibilities

- Grew sales by 15% in the first year by prospecting new clients and upselling to existing ones.
- Surpassed sales targets by an average of 10% every quarter through effective territory planning and relationship building.
- Increased customer retention by quickly resolving issues and offering loyalty discounts and promotions.
- Demonstrated excellence in presenting, promoting, and selling products and services.
- Conducted cost-benefit and needs analysis for clients. Maintained strong business and customer relationships. Proactively resolved customer problems and complaints, ensuring maximum satisfaction.

### 2022 Sep-Dec 2024: Sanomi Group

Position : Administrative Assistant

#### Duties and Responsibilities

- Handled receptionist duties and managed calls, correspondence, and appointments for department staff.
- Supported team by organizing meetings, compiling reports, and coordinating events. Managed call reception and communication with clients.

Nairobi Bottlers Ltd

Human Resource Management Intern

Assisted in training and development programs. Handled filing and administrative tasks.

## EDUCATION

Diploma - Human Resource Management  
Kenyatta University

Kenya Certificate of Secondary Education - KCSE  
St.Theresa Secondary School, Ritumbe

## REFEREES

- Mike Gichana,  
CEO, Sanomi Group gichana.  
Email: [mike@gmail.com](mailto:mike@gmail.com), Tel:  
+1 713 306-5710