

SOPHIA JOEL

PROFESSIONAL SUMMARY

Qualified sales associate with extensive background in advanced management processes. Utilizes superior communication skills to build meaningful, trusting relationships that exceed client demands. Highly skilled in retail, Hospitality and Healthcare with the passion of delivering outstanding at large in all areas of my expertise.

EXPERIENCE

April 2019 – Current Sales

Associate LC waikiki

- Customer service
- Display Maintenance
- Stock Management
- Merchandising

September 2015-December 2018

- Assistant Sales Manager at Fragranz by Citywalkltd
- Selling of designer perfume
- Report filling and closing of store
- Customer service

January 2013 – 2018 December

Sales, Store Manager at Citywalk Limited

- Daily opening and closing of the store
- Sending weekly and monthly report
- Training and motivating staff

November 2012 – December 2013

Waitress at Dormans Coffee Shop Nyali

- Welcoming guests
- Taking orders and setting tables
- Sales and customer service
- Cleaning

January 2011 – October 2012

Tourist animator at Bamburi Beach Hotel

- Sports activities i.e Aerobics, Volleyball, Jogging and Football
- Attending to kids in the hotel
- Organized excursions and Safaris for the guests

EDUCATION

2023 - Certificate in Hospitality and Hotel Operations

➤ At Alison Online

- Hotel operation
- Health and safety in food service

2022 - Diploma in CareGiving

➤ At Alison Online

- Healthcare worker
- Homecare and house keeping

Certificate in Health and Safety for caregiving and dementia care

- Caring for dementia patients

Certificate in Elderly care and caring for the disabled

Caregiver and home care at Dutch institute of management Studies, Ken Mtwapa.

CONTACT INFO



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CORE QUALIFICATION

Retail Knowledge

Customer service

Merchandising Skills

Management Skills

Cashier Skills

Hospitality

Basic House keeping

Emotional Support

Companionship

Highly Motivated

REFEREES

1. MICHEL WANDARI
1ST STORE MANAGER
LC WAIKIKI LTD NYALI
TEL: 0724458984

2. DENIS KAMAU
SECTION MANAGER
LC WAIKIKI LIMITED NYALI
TEL: 0708745614

3. MR. PATRICIA TOO
CLUSTER MANAGER
CITYWALK LIMITED
TEL: 0706669231

2012

A – Levels foreign Languages

- Germany embassy language courses, Mombasa

2010 Peer Surppoters Certificate Secondary School Action for batter heath

- Life skills and leaving values educations
- STI, HIV/AIDS prevantion and Management
- Adolescent health and sexuality

2010

A – Levels Kenya Certificate of Secondary Educaion

- NGALA MEMORIAL HIGH SCHOOL

2006

A- Levels Kenya Certificate of Pimary Educaion

- VICTORIA BAPTIST PRIMARY SCHOOL

- English- Uper intermidiate
- Germany – Elementary

HOBBIES/INTERESTS

- Watching/Listening to creative stories

- Travelling

- Socializing

- Current affairs

