

Tiffany Njeri Michobo
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PERSONAL PROFILE STATEMENT

I am a person who is committed, possesses a passion for people and networking and who believes in hard work. Interacting with people from different cultures and backgrounds has always been very fulfilling to me. I am looking for an opportunity within the team in which I can be part of people who are committed, where I can grow, and I can show my full potential and my skills.

KEY SKILLS AND COMPETENCIES

Excellent written and oral communication skills
Good understanding of elements of psychology-Human behavior Problem solving
Critical thinking
Strong ability to analyze, understand and handle situations Team player
Flexible and reliable

LANGUAGES

English. Swahili.

PROFESSIONAL QUALIFICATIONS

June 2023- Great Learning Human
Resource Management

June 2023- Great Learning Human
Capital Management

November2023-Great learning
Office management

EDUCATION

May 2024-August 2024 Institution-
She Codes Foundation Course: Web
Development

January 2024
Institution:Alison training institute Course:
Dipoma in web development

December 2022-March 2023

Institution: Alison training institute
Course: Diploma in Office Administration

April 2023-July 2023
Institution: Alison training institute
Course: Business Administration

2021 Certificate

Institution: online platform at Ajira
Achievement : Transcription and digital marketing

2015-2018 High School Degree
Institution: Senior Chief Koinange Girls High school

2005-2014 Primary School Institution:
King Solomon Academy

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE-TOPNOTCH KIDS JULY 2023-Present

Keeping records of customer interactions, providing appropriate solutions and alternatives within time limits and following up to ensure resolution

HUMAN RESOURCE- EQUITY BANK/ Platinum Outsourcing 2024 January-December 2024

Position: Record Keeping:

Filing of staff documents .

Organize and manage all records and documents in an orderly manner for ease of retrieval.

Retrieve necessary and appropriate records and reports from the records room/store. Coordinate and collaborate with all the staff in managing records.

Participating in departmental team building and fun activities.

Proper recording of all the staff files taken out of the store and following up to ensure they are returned on time and in a good condition.

Updating staff files with updated documents and data

HOSPITALITY- EQUITY BANK 2023 August-December 2023

Position: Cook

Planning and organizing meetings and providing staff with breakfast and other meals. Cooking for staff and making sure breakfast is served on time.

HUMAN RESOURCE – EQUITY BANK 2023 January- July 2023

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2022- Retail store

Position: sales representative

Role: selling products and making sure the customer is satisfied and take care of, while obtaining orders from existing or potential sales outlets.

Achievements. Interacting with different people from diverse backgrounds hence acquiring skills on how to work with different people . **2022 August- IEBC**

Position: polling clerk

Role; provide voting material and oversee free and fair calculation of casted votes

Achievements : Interaction with people from diverse cultures. Working in tandem with People

2021 : The Detour Company

Position: Sous chef

Role: supervising kitchen staff, planning and managing food preparation in restaurant Kitchen

2021- Upwork

Task: transcribing

2019- to date

Self Employment

I am a self trained Chef .

Retail sale of clothes, shoes and Jewelry . [HOBBIES](#)

Travelling.

Swimming.

Cooking.

[REFEREES](#)

Name: Esther Kimani

Position: Learning and Development

Company: Equity bank ltd Telephone:
0723888614

Name: Geoffrey Maina

Position: Manager Company:

Topnotch Kids

Telephone:0742954513