

KAREN CHELAGAT KANGOGO

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PERSONAL PROFILE

NATIONALITY : KENYAN
LANGUAGE : ENGLISH AND KISWAHILI
RELIGION : CHRISTIAN
GENDER : FEMALE

PROFESSIONAL SUMMARY

Customer-focused professional with hands-on experience in data entry and cashier roles, bringing strong attention to detail, accuracy, and efficiency. Skilled in handling transactions, maintaining accurate records, and delivering high-quality customer service. Eager to leverage both academic training and practical work experience to contribute positively to organizational goals while continuing to grow professionally.

CAREER VISION

To build a successful career by delivering quality work with professionalism and reliability, while continuously growing my skills and contributing positively to organizational goals and long-term success.

EDUCATION BACKGROUND

2016 – 2019 : Karen Technical Training Institute
Attained : Diploma in ICT
2011 – 2014 : Mawe Mixed Day Secondary School
Attained : Kenya Certificate of Secondary School (K.C.S.E)
2003 – 2010 : Kanga Primary School
Attained : Kenya Certificate of Primary School (K.C.P.E)

SKILLS

- Customer Service
 - Problem-Solving
 - Hospitality
 - Ability to work both independently and in team work
 - Operating system and navigation
 - File management
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WORKING EXPERIENCE

AUGUST 2023 - OCTOBER 2024: INN N OUT CHICKEN FRIES

POSITION: **Cashier**

Key Duties and Responsibilities:

- Provided excellent customer service in a fast-paced food outlet
- Accurately handled cash, M-Pesa, and card transactions
- Operated the cash register and ensured correct billing
- Communicated orders clearly to kitchen staff to reduce delays
- Maintained cleanliness of the front counter and cashier station
- Assisted in monitoring stock levels for packaging and food items
- Adhered to food safety, hygiene, and company policies

2021 - 2023: FAIR NGO (NAKURU)

POSITION: **Attachment**

Key Duties and Responsibilities:

- Entered, updated, and maintained accurate data in organizational systems
- Provided basic ICT support and troubleshooting to staff
- Assisted in installation and maintenance of computer hardware and software
- Organized and managed digital and physical documents
- Supported email, internet use, and office ICT operations
- Assisted in preparation of reports and presentations
- Followed data protection, confidentiality, and ICT policies

HOBBIES

- Socializing
- Reading inspiring books
- Travelling

REFEREES

1. Fr. Joseph Ogola

Manager - Family Aids Initiative Response

Tel: 0722 894 206

2. Michael Sila

General Manager - Inn N Out Ltd

Tel: 0725 310 092
