

# RESUME

EUNICE WAYUA



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## **Personal Data:**

**Gender :** Female

**Date of birth :** 01/08/1992

**Nationality :** Kenyan

**Marital status:** Single

**Health:** Excellent

**Height:** 166cms

## **Professional Qualifications**

- Higher diploma in Front office(Rar business institute)
- Certificate in computer applications(RAR Business institute)
- Kenya Certificate of Secondary Education (KAMBUSU)
- Certificate in supervision skills
- Diploma in supervision

## RESUME

To secure a challenging and long-term position in which my professional **Objective**

experiences and special qualifications will contribute significantly and encourage the growth of both the organization and my career.

## **Professional Skills**

**Communication Skills**

Customer care skills and hr. operation skills

Ticketing protocol skills

Crowd management skills

Excellent command of Both written and spoken English & Swahili

## **Work experience**

**Feb 2022 To present Expo City Dubai-Contracted by EFS**

**Position-Guest Relations Operations /Supervision**

- Greeting and welcoming guests to the pavilion
- provide information about the pavilion and attractions and activities
- prepare and maintain guest records and documentation
- coordinating daily operations with duty manager and updating everything accordingly
- planning employee's shifts and daily schedules work schedules
- Assisting the line manager with office operations tasks
- coordinating job assignments and cross-training between and within divisions
- providing feedback on employees work performance
- Escorting the visitors inside the pavilion and giving information about the history, purpose, and architecture of a site
- Scanning of the tickets and explaining to the visitors about the pavilion and other pavilions to visit in the expo city site.
- Helping in daily registration of the schools in the pavilion and directing them to their programmed schedule of the day
- giving tours to the school students and delivering the pavilion content about sustainability
- Assisting the education and culture associated with the workshops
- Training the new hosts about the pavilion content delivery and operation procedures
- Great knowledge of the surroundings of nearby to easily recommend guests on the facilities.
- Following up with visitors' requests and keeping them very informed.
- Educating guests on possible overs & discounts available to have the most valuable experience when visiting

### Career History

- January 2024 To Date-Expo city Dubai
- Feb 2022 to aug 2023 expo city dubai
- Aug 2020 to 2022 expo
- July 2020 To June 2021 Red events services

### KEY SKILLS

Customer Service Skills

Admin & hr. operations skills

Visitor experience

Communication

-Handles Pressure & Flexible

Microsoft Office, Decision Making

### Interests and

### Hobbies :

- Making new friends
- Reading books
- Travelling
- Swimming

## August 2021 – March 2022 – Expo2020 project -EFS

### Telecommunication Assistant

#### Achievements,

- Welcoming visitors with strong Hay akum to expo 2020.
- Answering visitors' questions according to their requests
- Scanning tickets and managing ticket protocol
- Assisting visitors in booking buggies.
- Making sure that I deliver exceptional customer service from the 1<sup>st</sup> customer up to the last one
- I was able to deal with high-pressure situations
- Appointed to train my fellow expo hearts regarding the site and how to scan the expo tickets using the expo scanner.
- Making the flow of the visitors to expo site easier
- I was able to manage the crowd entering inside the expo
- I was rewarded as the best communication assistant of the month for my outstanding performance.
- I was awarded as the Expo 2020 learning Hero with the training team
- Scanning the expo tickets as the visitors enter inside expo.

### July 2020 – June 2021- Red Events Services Call Center

- Answer by phone calls and provide accurate satisfactory answers to their queries
- Actively listen and respond positively to guest's questions, concerns and requests
- Forwarding voicemails left on the company line to appropriate departments
- De-escalate situations involving dissatisfied customers
- Evaluate and determine caller needs and use their knowledge to provide resolution
- Driver management tasks
- Helping the human resource operations
- Scheduling meetings and appointments
- Ordering and taking stock of office supplies
- Being a point of contact for a range of staff and external stakeholders
- Preparing documents for meetings and businesses
- Able to meet department performance standards
- Additional responsibilities as assigned by line manager

## Certificate of recognition

**1. Certificate of expo 2020 learning HERO with training team.**

**2. Certificate of exceptional customer with site operation team in expo 2020**

**3. Certificate of recognition from entire expo 2020 project**

**4. Certificate of recognition from efs facility management company with expo 2020 project.**

**5. Certificate of recognition from Terra Pavilion**

## **Dec 2016 - Feb 2019 Canadian University of Dubai Receptionist/Admin**

- Warm welcomed students and guests which resulted in good customer feedback
- Maintained tight security by following procedures, monitoring IDs, recording and issuing badges
- Effectively handled students' and guests' queries improving guest satisfaction
- Adhered to a high standard of customer service at all times increasing the number of returning customers
- Professionally dealt with students' complaints and with respect and responded to over 70 customer calls daily and solved 90% of their concerns
- Proper documentation, filing, and bookkeeping for the company.
- Restocking and checking the office supplies.
- Processing different requests to relevant stakeholders
- Awarded customer service executive of the year for excellent customer service feedback
- Maintain office security by managing access, and ensuring a welcoming and organized entryway.
- Keep the reception space tidy, stocked, and professional.