



## **DOREEN JUDY WANJIKU MUGO**

**+971564233720 | [judydoreen264@gmail.com](mailto:judydoreen264@gmail.com) | Employment Visa| Dubai, UAE**

### **CUSTOMER CARE SPECIALIST**

Dynamic and results-oriented customer care specialist with over 2 years of experience in managing high-end client interactions, coaching teams, and implementing strategic decisions through effective leadership. Proven ability to enhance customer satisfaction, foster strong relationships, and contribute to business development and market expansion. Expertise in client services, key account management, and creating solutions that drive customer loyalty and profitability.

### **CORE COMPETENCIES**

Cashiering | Cash Handling | Communication Skills | Handling Kids | Amusement Park Management | Ticketing | Problem Solving | Direct Sales| Efficiency | Organizational Skills | Critical Thinking | Client Retention Skills |Adaptability | Presentation Skills | People Skills | TeamPlayer |

### **PROFESSIONAL EXPERIENCE**

#### **Dubai Park & Resorts Middle East, UAE: Guest Service Attendant - Events (10/2023 – To Date)**

- Greeting and Assisting Guests: Responsible for welcoming guests with a friendly attitude upon arrival
- Ticketing and Admissions: Responsible for managing ticket sales, including issuing tickets and checking guest passes, assisting guests with ticket-related inquiries and resolve any issues with entry or passes.
- Handling Guest Complaints and Feedback: Responsible for addressing guest complaints or concerns in a polite and efficient manner, providing solutions to resolve any issues related to service, facilities, or experience, recording guest feedback and escalate issues to management when necessary.
- Providing Information and Directions: Responsible in helping guests navigate the park or resort by providing maps, directions, and information on attractions, offering suggestions for activities, dining options, and other amenities
- Assisting with Special Events and Promotions: Responsible in helping organize and assist with special events, group bookings, and promotional activities.
- Ensuring Guest Safety and Comfort: Responsible in monitoring public areas for safety hazards or concerns and report issues to appropriate departments. Providing first aid assistance or direct guests to medical facilities if needed.
- Sales and Merchandise Assistance: Responsible in assisting guests with purchases at gift shops or food outlets.
- Maintaining Orderliness: Responsible in helping with organizing queues, maintaining crowd control, and ensuring smooth guest movement within the park.

#### **Bomans Talent Group LTD, Nairobi, Kenya: Customer Service Executive; Jan 2020 to March 2021**

- Advising Bomans Talent Group customers on planning and preparations for their upcoming events
- Handling incoming calls from Bomans Talent Group clients to address inquiries and provide assistance
- Contacting clients to remind them of upcoming contract renewal dates
- Supplying clients with detailed information about Bomans Talent Group products and services

### **EDUCATION**

Kenya Institute of Mass Communication, Nairobi, Kenya: **Diploma in Film & Video Production; Editing Option**, 2019 to 2022

Karoti Girls High School, Kiirinyaga, Kenya: **High School Diploma**; Jan. 2015 to Nov. 2018

**References:** Available upon request