



JAMES MAGHANGA

CUSTOMER SERVICE ASSOCIATE

OBJECTIVES

I am a dynamic, organized and enthusiastic individual with experience in handling multiple tasks efficiently. Having excellent Customer Service skills both written and verbal which makes me confident to perform as well as the ability to manage and deliver my work within expected timescales and within the desired quality standards. I also possess strong communication skill when liaising with clients and fellow colleagues alike. Furthermore I consider myself a hard worker who is able to maintain a positive attitude even under pressure, whilst being able to provide a high level of service to those in need. Willing to relocate: Anywhere

WORK EXPERIENCE

Transguard Group LLC Dubai, UAE

November 2015 till Present

MAJOR SITES: XXII Carat Club Villas ,Palm Jumeirah - Dubai, W Dubai The Palm, JW Marriott, Jumeirah Business Center Dubai

DUTIES AND RESPONSIBILITIES:

- Perform daily administrative functions as answering calls and emails, writing multiple reports and other forms.
- Welcome guests and confirm reservations.
- Train supervise and delegate work to employees.
- Management of complex/highly sensitive request and situations.
- Managing safety and security of the residents and property.

 **Dubai, United Arab Emirates**

 **+971 566050735**

 **Jamieshor92@gmail.com**

SKILLS

Customer Service
Excellent in Communication
Excellent in Time Management
Attentive and Team Player
Adaptability and Flexibility
Strong Verbal Communicator
Strong Observation Skill
Problem Solving
Ethics and confidentiality

TRAININGS

Customer Service Training
Fire Safety Training
POD and First Aid Training

LICENSE

Security Official – SIRA

PERSONAL INFO

Nationality : Kenyan
Gender : Male
Passport No: AK 0644187

LANGUAGES

ENGLISH- Excellent (Reading,
Writing and Speaking)

COMPUTER SKILLS

Microsoft Excel, Microsoft Office,
Power Point, Microsoft Word

REFERENCES

References will be provided on the
based on the request

- Liaising with building management and emergency response teams concerning emergencies.
- Identifying, resolving security breaches, answering alarms and investigating disturbances.

EDUCATION

Diploma in Human resource
Mount Kenya University - Kenya

I hereby declare that the above furnished details are fully true to the best of my knowledge and belief.