

Mercy Mwongeli Mwei

Receptionist



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🧩 SKILLS

Phone Systems Management | Microsoft Office Suite | Customer Relationship Management (CRM) Software | Appointment Scheduling | Data Entry | Office Equipment Operation | Document Management | Email Management | Travel Coordination | Inventory Management | Basic Accounting Skills | Event Coordination | Social Media Management | Receptionist | Booking and Reservation Systems | Hospitality Management | Legal Document Handling | Typing Speed and Accuracy | Customer Service Skills

🎓 EDUCATION

Mt. Kenya University

2014 – 2017 | Kenya

Kenya Certificate of Secondary Education

Mulala Girls High School

2010 – 2013 | Kenya

Kenya Certificate of Primary Education

Kiambani Primary School

2001 – 2009 | Kenya

🔗 REFERENCES

Available upon request

👤 PROFILE

Dedicated and highly organized receptionist with over 2 years of experience in providing exceptional front desk support and customer service in diverse environments. Skilled in managing phone systems, coordinating schedules, and handling administrative tasks with efficiency and professionalism. Proven ability to create a positive first impression, address client inquiries, and ensure smooth daily operations. Adept at multitasking, problem-solving, and maintaining a welcoming atmosphere for guests and staff alike.

📁 PROFESSIONAL EXPERIENCE

Pride Inn Hotel

Reservation Coordinator/Agent

Mar 2023 – Apr 2024 | Mombasa, Kenya

- Processing payments, taking and inputting reservations
- Accurate recording and processing of reservations
- Assisting and advising customers
- Selling and promoting reservation services
- Send booking confirmation to guests
- Answer customer questions and handle daily correspondence

Waridi Paradise Hotel and Suites

Receptionist

2022 – 2023 | Nairobi, Kenya

- Increased guest satisfaction ratings by 15% through prompt and efficient service
- Streamlined check-in process, reducing average time from 10 to 5 minutes
- Implemented a new filing system, improving document retrieval time by 30%
- Consistently maintained a 98% accuracy rate in reservations and bookings
- Received "Employee of the Month" award twice for exceptional customer service

Dragon Grill Restaurant

Customer service representative

2020 – 2022 | Nairobi, Kenya

- Managed and resolved a high volume of customer complaints, increasing customer retention by 20%.
- Established efficient communication channels, leading to a 25% increase in customer satisfaction.
- Accurately processed customer accounts, achieving a 98% error-free rate.
- Developed a new customer interaction logging system, improving follow-up efficiency by 30%.

Dakota Vacation Homes, Kenya

Reservation Coordinator

Mar 2018 – 2019 | Nairobi, Kenya

- Filing all documents related to the deals of the company
- Preparing and update Property Management agreements and reports on a periodic basis
- Handling renewals of the rental deals
- Prepare tenancy contracts & documents for all leases, rental agreements and customer damage
- Managing a client database and preparing reports.