



PERSONAL INFO

NAME

Maryann Wanjiru Kiarie

PHONE

+971524714663

EMAIL

kiariemaryanne41@gmail.com

Languages

- English
- Kiswahili
- Basic French

Skills

- Proficient in customer services
- Good understanding of hospitality and tourism industry
- Adapt quickly to a new team.
- Motivated attitude
- Pre post flight checks
- Excellent communication and interpersonal abilities

CAREER PROFILE

A passionate and knowledgeable Tour Guide with a strong commitment to providing exceptional experiences for tourists. Leveraging expertise in local history and culture, as well as excellent communication skills to ensure memorable and engaging tours for visitors.

WORK EXPERIENCE

● Jun 2023 – Aug 2023

Tour guide

National museum of Kenya

- Managed logistics, including scheduling, transportation, and ticketing, to ensure seamless and enjoyable experiences for visitors.
- Provided exceptional customer service by addressing inquiries, resolving issues, and ensuring a memorable and informative tour experience for guests.
- Managed the safety and well-being of tourists during excursions, ensuring adherence to safety protocols and guidelines.

Assistant Customer Care

- Resolved customer complaints and issues in a timely and efficient manner, maintaining a high customer satisfaction rate.
- Collaborated with cross-functional teams to address customer concerns and improve overall service delivery.
- Assisted customers in navigating the company's products and services, providing guidance and support to ensure a positive user experience.
- Delivered outstanding customer service at the front counter.

EDUCATION

Feb 2021 – Sep 2022

Certificate in Tourism Management and Travel operations.

UZURI institute of Professional studies

Jan 2016 – Nov 2019

Kenya certificate of secondary school

Uceke-ini- High school

REFREES

Upon request