



STEPHEN MBAYAKI WANYANDE

📍 Dubai, UAE

📞 +971501403637

✉️ stephenwanyande@ymail.com

Professional Summary

Dedicated Customer Service Representative with over five years of customer service experience within dynamic, fast-paced environments. Excellent interpersonal skills aiding positive professional relationships for recurring business and guaranteed customer satisfaction.

Work History

12.2020 - Current

Customer Service Agent

EMIRATES POST GROUP - Dubai

- Answered incoming telephone calls from customers and detailed initial queries on Customer Relationship Management (CRM) system.
- Managed over 100 customer calls per day
- Delivered consistently excellent customer service to guarantee positive company experiences.
- Collaborated well with other customer agents to deliver consistent service across various platforms.
- Acted as first point of contact for customer issues and queries.
- Recorded and processed customer data accurately.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Documented recurring requests, enquiries and complaints, communicating findings and potential corrective action to line manager.
- Logged customer information and data in secure systems, maintaining GDPR compliance.

12.2017 - 11.2020

Concierge

Atana Hotel - Dubai, UAE

- Provided guests with keys and directions to room locations.
- Managed to attend to more than 50 guests per day.
- Provided guests with lists of upcoming activities and events.
- Maintained tidy work area to promote cleanliness and quality standards.
- Transported luggage to and from rooms to accommodate guests.
- Greeted guests and managed check-in and check-out procedures.
- Answered and transferred calls to designated recipients.
- Delivered consistently excellent customer service to guarantee positive company experiences.

01.2017 - 12.2017

Office Assistant

Maple Leaf LLC - Dubai, UAE

- To ensure a high standard of personal appearance and hygiene at all times
- To ensure cleanliness and orderliness is maintained in assigned areas
- To respond to any changes in the office function as dictated by the company
- Clean and sanitize office furniture
- Report any maintenance problems and/or safety hazards
- Ensure uniform and personal appearance is clean and professional
- Welcome and acknowledge all guests according to company standards
- Offered prompt solutions to maintain customer satisfaction.
- Acted as first point of contact for customer issues and queries.

Skills

- Shipment tracking
- Internal department communication
- Exceptional communicator
- Client engagement
- Team player
- Microsoft Word
- Advanced product knowledge
- LiveAgent
- Query management

Education

- Intellectual Property Rights department in Dubai Customs, counterfeit and contraband goods, DUBAI CUSTOMS - UAE - PASS
- Dangerous goods and lithium batteries, UPU-UNITED POSTAL UNION
- 2010 • Ring Up Computer Centre Certificate in Computer Applications
- 2008 • K.C.S. E Certificate, Navakholo High School - Kenyan

Additional Information

- Visa Status : Employment, transferable UNITED ARAB EMIRATES

Languages

English

Fluent