

TAKUNDA GURAJENA

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SUMMARY

Customer-focused professional with proven experience in front desk operations, guest services, and customer support. Skilled in managing high-volume client interactions via phone, email, and in-person, while maintaining a calm and professional demeanor. Adept at booking coordination, service promotion, and resolving complex queries with empathy and efficiency. Experienced with CRM systems like HubSpot. Known for creating positive first impressions, encouraging feedback, and driving customer satisfaction. Eager to contribute to a dynamic environment in a customer-facing or contact center role.

SKILLS AND ABILITIES

- Customer Service
- Front Desk and Guest Relations
- Sales Support and Service Promotion
- Customer Issue Resolution and Escalation Handling
- Client Onboarding and Experience Management
- CRM and Administrative Tools
- Payment and Transaction Support
- Adaptable, Resourceful & People-Oriented
- Languages: English (Fluent), Shona (Fluent), Chinese (Basic)

EXPERIENCE

Customer Service

Wild Paint House

March 2023 - December 2024

- Delivered exceptional first impressions by warmly greeting guests and clearly explaining service and package options, showcasing strong communication and interpersonal skills critical to premium customer service roles.
- Managed high volumes of client bookings and arrivals, ensuring efficient flow and minimal wait times—demonstrating time management, attention to detail, and the ability to remain composed under pressure.
- Consistently upsold additional services and products to over 50% of clients by understanding guest preferences and making tailored recommendations—proving strong sales aptitude and a customer-first mindset.
- Maintained a polished, clean, and welcoming environment in line with health and safety standards.
- Handled daily cash transactions, reconciliations, and financial reporting with accuracy and integrity—relevant to retail, lounge, and front-desk roles requiring responsibility and trustworthiness.
- Proactively encouraged customer feedback and online reviews, contributing to positive online satisfaction rate and driving repeat business—evidence of your ability to build loyalty and enhance brand reputation.
- Took initiative to suggest improvements to the guest experience, showcasing a proactive attitude and strong problem-solving ability.

Customer Support

KW Investments

February 2022 – February 2023

- Provided comprehensive account and platform support for clients, including onboarding, deposits/withdrawals, and application navigation.
- Delivered timely assistance via live chat and phone, addressing technical and transactional issues with professionalism.
- Ensured strict adherence to KYC and regulatory compliance requirements during account setup and client communication.
- Educated clients on digital product usage, risk management, and market basics
- Maintained consistent service levels and contributed to client retention by resolving issues quickly and building trust.

EDUCATION

Shenyang Jianzhu University, Shenyang, China 2019

Bachelor Degree