



# VIRGINIA WANJIRU

## Customer Service

### Profile

Dedicated and personable Customer Service Professional with over 5 years of progressive experience across airline, telecommunications, retail, and transportation industries. Proven track record of resolving complex customer issues, improving satisfaction levels, and upholding brand integrity. Skilled in handling high-volume interactions in fast-paced environments with empathy, professionalism, and efficiency. Committed to delivering world-class service aligned with UAE standards.



### Work Experience

2021

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Present

#### Finja Jewelry DMCC – Dubai, UAE

Customer Service Representative

- Handled high-volume inbound calls and walk-in clients, resolving inquiries, feedback, and complaints with a 98% satisfaction rate.
- Provided tailored product recommendations.
- Processed refunds, exchanges, and service requests while maintaining accurate records on CRM systems.
- Supported e-commerce customer service via live chat, email, and WhatsApp, maintaining a quick resolution turnaround.

2089


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2021

#### Kenya Airways (KQ) – Nairobi, Kenya

Airport Customer Service Agent

- Assisted in check-in, gate coordination, and boarding for international passengers, ensuring seamless service for over 300 travelers daily.
- Managed flight disruptions, cancellations, and complaints, arranging accommodations and rebooking with minimal stress to passengers.
- Handled special needs requests and implemented airline policy knowledge to ensure smooth communication.
- Collaborated with security, ground, and baggage teams to resolve customer issues swiftly.

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 Dubai, UAE

### Education

#### Certificate in Front Office & Customer Service

Utalii College

2013 – 2014

### Core Skills

Inbound & outbound call handling

CRM & Call Center Software

Time Management & Multitasking

Copywriting

Sales support & product knowledge

Conflict De-escalation

Microsoft Suite

### Language

English

Swahili