



JUDY WAIRIMU NGUGI

CONTACT

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SKILLS

- Ticketing Systems Proficiency
- Customer Relationship Management (CRM) Software
- Data Analysis and Reporting
- Complaint Resolution Techniques
- Multilingual Communication
- Safety and Emergency Response
- Event Coordination
- Inventory Management
- Financial Transactions Handling
- Customer Service
- Compliance and Policy Enforcement
- Conflict Mediation
- Sales Transactions
- Computer proficient

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in hospitality industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

WORK HISTORY

March 2023 - July 2024

Customer Service Executive (Rides and Attractions Operator), *Miral Experiences - SeaWorld Yas Island*, Abu Dhabi, UAE

- Greet and welcome guests, ensuring a positive first impression
- Provide accurate information about park attractions, events and services
- Resolve any issues related to ticketing, such as lost tickets or entry discrepancies
- Manage season pass and membership programs, assisting guests with applications and renewals
- Report findings to management and suggest improvements based on guest insights
- Ensure guest safety by adhering to park regulations and protocols.

March 2022 - February 2023

Customer Service & Cashier , *Leo's Leisure and Entertainment*, Dubai, UAE

- Handled sensitive information securely while processing payments through various methods including cash, credit cards, and gift cards.

EDUCATION

2013 - 2016

Gachororo High School

CERTIFICATIONS

- First Aid Certificate
- Certificate of Supervisory skills Training
- Certificate in Cleaning Basics

LANGUAGES

English-Fluent:

- Conducted inventory counts regularly, ensuring accurate stock levels were maintained at all times.
- Assisted in training new employees, ensuring they were knowledgeable about company policies and procedures.
- Resolved customer complaints with professionalism and empathy, resulting in increased customer loyalty.
- Balanced cash registers accurately at the end of each shift, minimizing discrepancies and errors.
- Demonstrated versatility by cross-training in various departments throughout the store when required.
- Resolved customer complaints and maintained clean and tidy checkout area.

January 2020 - February 2022

Guest Service Attendant, Expo 2020; *Farneke services LLC*, Dubai, UAE

- Handled incoming calls and emails from clients, addressing inquiries and providing information about services.
- Addressed and resolve customer complaints promptly, ensuring customer satisfaction and retention.
- Conduct follow-up calls or emails to clients after service completion to gather feedback.
- Upsell additional services or products to clients based on their needs and preferences.
- Assisted in resolving billing disputes by thoroughly reviewing charges and offering appropriate solutions.
- Managed reservations system effectively, reducing overbooking incidents and maximizing room occupancy rates.
- Sold, printed, and issued tickets to guests.
- Reviewed tickets, identification, and passports to verify traveler identity.
- Prepared customer invoices, accepted payments, and processed refund and cancellation requests.