



Mercy Talu Mwamburi

Education

Diploma Hotel Management **Sep 2005 - Oct 2008**
International Hotel and Tourism Institute, Nairobi, Kenya

A Levels Certificate **Feb 2001 - Nov 2004**
Mwasere Girls High School, Voi, Kenya

Personal details

 Mercy Talu Mwamburi

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 Doha, Qatar

 Kenyan

Skills

Microsoft office (Power Point presentations) internet. FIDELIO and Opera Software QRSIS, RAHAL, INTRANET

Languages

Swahili, English, Basic French

Hobbies

■ Swimming, Cooking and Reading, Socializing / Traveling exploring new adventures

Employment

Senior Customer Service Agent **Sep 2018 - Present**
Hamad International Airport, Qatar, Doha
Reports immediately to the Supervisor regarding duty allocations.

AOCC Support

Roster of staff to locations and ensure that there is adequate staff coverage for the following shift in all areas. Support AOCC Supervisor for to complete operational report, daily tasks and additional reports based on operation requirement.

Lost Property

Communicates with customers to ensure that they are satisfied and their needs are being met (face to face/Email/Calls). Ability to effectively handle situations or inquiries while working within the policy, procedures and standard process.

Roaming Agent

Monitor passengers flow & control the queue management and social distance throughout the terminal. Inspect the landside & transit area facilities main building and construction sites to ensure the operating conditions are intact. Walk around the terminal, monitor and inspect the airport facilities and report any deficiencies to the concerned team.

Customer Service Agent **Feb 2015 - Sep 2018**
Hamad International Airport, Qatar, Doha
Reports immediately to the Supervisor regarding duty allocation.

Responsible for providing information support services and ensuring high level of customer satisfaction.

Basically our roles requires a lot of interacting with the passengers, listening to their queries patiently, and then provides them with relevant information to ensure that the customer remains content and satisfied.

Supporting in daily clerical work, such as monitoring mails daily, collecting and updating lost and found items to the systems, managing incoming calls, collecting feedback or complains from the passengers, ensuring stationery's are enough at the counter such as Lost Property forms books.

Receptionist

Vimag Limited, Nairobi, Kenya

Report daily to the Managing Director of the company concerning any clerical projects. Direct visitors by maintaining employee and

department directories; giving instructions.

Maintain continuity among work teams by documenting and communicating actions, irregularities, and continuing needs Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.

Maintain routine clerical records and data and compile routine clerical reports. Maintains security by following procedures; monitoring logbook;

Reservations/ Receptionist

Mar 2011 - Nov 2011

[Pangoni Beach Resort, Mombasa, Kenya](#)

Accept reservations, changes and cancellations in the absence of Reservations Department Staff. Check in and out guest in an efficient and friendly manner, using guest name whenever possible.

Ascertain guest satisfaction, collects keys, posts late charges and presents bill to guest.

Coordinate with bellboy to arrange for luggage to be delivered to guest room & issue the correct keys to the guest. Creating conducive and productive environment by working professionally with coworkers

Receptionist

Oct 2009 - Feb 2011

[Kanamai Executive Cottages, Mombasa, Kenya](#)

Arrange accommodation for guests travelling to other destinations. Coordinate the cleaning of guests' personal laundry, shoe shining and room service deliveries.

Prepare itinerary/ reservations for sightseeing tours, restaurants, the cinema and live entertainment · Perform general secretarial duties, such as preparing correspondence and attending to switchboard.

Front Desk, Cashier

Apr 2009 - Jul 2009

[Sarova Panafric Hotel, Nairobi, Kenya](#)

Attend to incoming calls, screen and direct calls and control inventory relevant to reception area. Coordinate meetings and organize catering and dealing with queries from the public and customers.

Maintain appointment diary either manually or electronically, monitor visitor access and maintain security awareness. Provide general administrative and clerical support.

Courses

Group Security Awareness training, ,Safety Management System, Business Continuity awareness training, complaints resolutions official and

Online Training | Customer Care Case Management System
Creative Problem solving and Decision Making- Edx Online

Profile

Passionate and detail oriented working towards securing a chance of practicing loyalty/commitment and work with honesty, innovation in progress, and work in environment where my skills can be adequately utilized efficiently