

# MERCY WAMBUI NYAMBURA

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## CUSTOMER SERVICE RECEPTION ~ OFFICE ADMINISTRATION

Enthusiastic and organized customer service professional with 5 years' experience in customer service and office administration in high business environment. Pride in appearance and a warm personality combined with ability to create and encourage a positive and trustworthy image for the company as a whole. Adept in managing all facets of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. My goal is to become a valuable mutual asset by providing efficient customer service expertise and develop my skill set further in order to enhance the company's purpose and profitability.

### KEY PROFESSIONAL SKILLS

- ✓ Solid foundation of customer care and office management, with vast experience in the field.
- ✓ A natural empathy towards people and their development.
- ✓ Juggling administration tasks and customer service duties effectively.
- ✓ Possess excellent communication, interpersonal, management, and customer service skills.
- ✓ Strong mentoring, client dealing and communication skills.
- ✓ Proven ability to multitask and use multiple phones and other technical devices while providing exceptional customer service.
- ✓ Ability to deal with difficult individuals in a polite, professional yet firm manner.
- ✓ Ability to relate to people from all different backgrounds and walks of life.
- ✓ Possess a fun and vibrant personality that customers find refreshing and appealing.
- ✓ Enthusiastic leader with a personable and trustworthy character.
- ✓ Highly honest, mature, professional, demonstrated problem-solving skills.
- ✓ Accomplished communicator who understands the value of listening, thoughtful responses, and objectivity.

### CORE COMPETENCIES

Customer relationships | Relationship-building | Complaint Procedures | Administrative procedures | Communication skills | Performance management | Organizational skills | Microsoft Office | Managing objections | Customer engagement | Problem-Solving Skills | Sales skills | Listening Skills | Telephone techniques | Complaint Procedures | Front Office

### EDUCATION & CREDENTIALS

- ✓ Diploma in Business Administration – Primetech College May 2016 September 2018.
- ✓ Kenya Certificate of Secondary Education- Kiamugumo Girls High School, 2011 - 2015.

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## CAREER HIGHLIGHTS

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### June 2021 – May 2023 Oasis Development Company Site-Sales Assistant

#### Key Contributions & Results:

- managing the project's social media accounts
- Ensure high levels of customer satisfaction through excellent sales service.
- Maintain outstanding showrooms condition
- Maintain a fully stocked showrooms and
- ascertain customers' needs and wants
- Recommend and showrooms items that match customer needs
- Manage point-of-sale processes
- Actively involved in the customer transaction assistance
- Keep up to date with project's updates
- Accurately describe the site and showrooms features and benefits
- Follow all companies policies and procedures

### Receptionist/Office Administrator | Diamond Skl Real Estate | August 2019 to October 2020

#### Key Contributions & Results:

- Greeting and welcoming guests as soon as they arrive at the office.
- Executing all administrative tasks to the highest quality standards.
- Directing visitors to the appropriate person and office.
- Answering, screening and forwarding incoming phone calls.
- Ensuring reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Providing basic and accurate information in-person and via phone/email.
- Receiving, sorting and distributing daily mail/deliveries.
- Maintaining office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Ordering front office supplies and keeping inventory of stock.
- Updating calendars and scheduling meetings.
- Arranging travel and accommodations, and preparing vouchers.
- Keeping updated records of office expenses and costs
- Performing other clerical receptionist duties such as filing, photocopying, transcribing and faxing.
- Managing office staff including the driver and checking on the assignment of the staff on daily basis.

#### Key Achievements:

- Improved turnaround time by 10% in query resolution and efficiency through innovative ways of handling queries.
- Reduced customer complaints by 30% through escalated grievance resolution procedure.

## Office Assistant | Arcade Muchatha Cyber Café | January 2017 – December 2017

### Key Contributions & Results:

- Recorded the daily sales revenue.
- Photocopied, printed, filled and laminated customer documents
- Cleaned and tidying the cafe
- Reported verbally any problems to the office manager.
- Monitored stationery stock and re-ordered when required.
- Typed and proof read customer documents.
- Filled and maintained reports for managers on a regular basis.
- Assisted clients where they are stuck.
- Assisted with all other office administrative duties.

### Key Achievements:

- Improved efficiency by 15% in query handling, resolution and overall customer satisfaction.
- Improved turnaround time by 10% in query resolution and efficiency through innovative ways of handling queries.

## Personal Assistant/ Receptionist | EX- UK men's wear | January 2016 - December 2016

### Key Contributions & Results:

#### Sales Agent

- Executed adequate and timely collection and instigated recovery activities in order to minimize risk costs and optimize returns.
- Communicated with debtors by telephone and in writing to manage debtors and arrears process Negotiating rent payment continuing to build a positive relationship with customers.
- Performed telephone contact with customers according to guidelines and standards to ensure payment.
- Maintained positive customer relationship and minimize bad debt exposure.
- Analyzed market conditions to help clients make informed decisions about the buying, selling and renting of clothes.
- Established and maintained a positive flow of communication with other suppliers, buyers and sellers.
- Drafted and completed sales.
- Organized and maintained administrative boutique operations.
- Developed marketing strategies for clothes listings.

#### Personal Assistant/Receptionist

- Supervised repairs and renovations being done in the boutique.
- Maintained a record of all the customers and ensured they are accorded the best treatment by attending and looking into their grievances therefore ensuring they are comfortable.
- Ensured new buyers are comfortable and if otherwise ensuring whatever the problem is looked into.
- Sent monthly reports to all the boss either via email or hand delivery.

**Key Achievements:**

- Assisted mainly in handling irate customers and in developing their emotional intelligence.
- Increased the client base of the company by 15% in three months using diverse business solicitation methods.

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**REFERENCES**

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