**SAMUEL MUTHUNGA GIKONYO**  
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Address: 13246-00100, Nairobi

**Professional Profile**

Dynamic and personable customer service professional with over 3 years of experience supporting clients in high-pressure environments. Skilled in communication, cultural awareness, and problem-solving. Known for maintaining professionalism and calm under pressure. Passionate about travel, teamwork, and delivering outstanding service. Seeking to contribute to Emirates’ global reputation for excellence as a cabin crew member.

**Key Skills**

* Exceptional Customer Service
* Interpersonal & Communication Skills
* Conflict Resolution
* Cultural Awareness & Adaptability
* Professional Appearance & Demeanor
* Safety & Emergency Awareness
* Fluent in English (written & spoken)
* Fluent in Swahili (written & spoken)

**Work Experience**

Customer Care Assistant / Repayment Executive

*Apollo Agriculture – Nairobi, Kenya* *March 2022 – present*

* Delivered excellent customer care to diverse clients via phone and digital platforms.
* Resolved inquiries and complaints promptly, maintaining satisfaction and loyalty.
* Adapted to changing workflows and pressure while meeting strict deadlines.
* Built rapport with clients from different backgrounds, fostering trust and cooperation.

Credit Relations Assistant

*Opera Software – Nairobi, Kenya* *April 2019 – February 2022*

* Managed large client accounts with professionalism and confidentiality.
* Ensured repayment schedules were followed through proactive communication.
* Developed strong teamwork and interpersonal skills in a multicultural team setting.
* Supported new hires by modeling effective customer interaction strategies.

**Education**

**Certified Public Accountant (Part I & II)** *Jan 2014 – Nov 2014*

*KIMS – Naivasha*

**Kenya Certificate of Secondary Education (KCSE)**  
*Kiarutara High School*  
Grade: B- (Minus) *Feb 2009 – Nov 2012*

**Additional Qualifications**

* Height: 167 cm | Arm Reach: 212 cm on tiptoes
* No visible tattoos while in uniform
* Willing to relocate to Dubai and meet UAE visa requirements
* Passionate about global travel and cultural exchange
* Basic proficiency in Zoom, Skype, and other video communication tools

**References**

Available upon request