

Elizabeth Chanice Wangui

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Professional Summary

Customer-focused professional with expertise in hospitality, customer service, administration, cashier operations, and airline guest relations. Skilled in front desk management, reservations, and financial transactions, ensuring seamless operations. Strong problem-solving and multitasking abilities in fast-paced environments. Committed to delivering exceptional guest experiences and operational excellence.

Professional Skills

- Customer Service & Guest Relations
- Front Desk & Reception Management
- Cash Handling & POS System Operations
- Airline & Hospitality Management
- Reservations & Scheduling
- Administrative & Office Support
- Problem-Solving & Conflict Resolution
- Strong Multitasking & Time Management
- Sales & Upselling Techniques
- Team Leadership & Staff Training
- Communication & Interpersonal Skills
- Organizational & Time Management

Professional Experience

Shift Manager – Hotel Operations

Country House Gardens

Nairobi, Kenya

Jan 2025 – Mar 2025

- Managed front desk and cashier operations, ensuring seamless guest check-ins and check-outs.
- Resolved customer inquiries, complaints, and feedback, enhancing overall guest satisfaction.
- Processed daily cash reconciliations, invoices, and financial transactions with accuracy.
- Supervised staff training, scheduling, and performance evaluations to optimize workflow.
- Implemented customer feedback programs, improving service quality and retention rates.
- Streamlined front office procedures, reducing wait times and improving operational efficiency.

Client Service Executive – HR and Culture

Zamara Actuaries and Consultants

Nairobi, Kenya

Oct 2021 – Nov 2023

- Managed client interactions, ensuring high responsiveness and service excellence.
- Processed financial transactions, scheduled appointments, and maintained accurate records.
- Developed customer service strategies, increasing client retention and satisfaction.
- Led employee training initiatives, enhancing service quality and efficiency.
- Collaborated with HR teams to streamline document processing and inquiries.
- Resolved client concerns efficiently, ensuring positive and lasting client relationships.

Front Office Administrator

Sarova Whitesands Beach Resort

Nairobi, Kenya

Sep 2020 – Sep 2021

- Managed high-volume guest check-ins and check-outs, ensuring a seamless experience.
- Processed payments, invoices, and refunds with strict financial accuracy.
- Resolved guest concerns promptly, maintaining high customer satisfaction ratings.
- Trained and mentored junior front desk staff, improving overall efficiency.
- Assisted in VIP guest management, providing tailored and high-end services.
- Coordinated with housekeeping and reservations teams for optimized room allocation.

Professional Education

Daystar University, Virtual - Nairobi, Kenya
Bachelor of Commerce – Business and Administration

Expected Completion:
2027

KWS Training Institute, Nairobi, Kenya
Diploma in Tourism and Hospitality

2013 – 2017

Professional Certifications

French Language Certification: Alliance Française (Virtual - In Progress) Developing proficiency in French for professional and customer service applications.

Customer Service Excellence Certification Training in best practices for exceptional customer service and client satisfaction.

Cash Handling and Financial Transactions Training Hands-on training in secure financial transactions, invoicing, and POS systems.

Advanced Computer Literacy and Data Management Training Skills in Microsoft Office Suite, data entry, and efficient document handling.

POS System and Retail Operations Certification Proficiency in using POS software, processing payments, and managing retail transactions.

Projects

- **Guest Service & Relations** – Delivered exceptional hospitality experiences, resolving guest concerns swiftly to enhance satisfaction and loyalty.
- **Sales & Operations Management** – Implemented strategies to drive revenue, streamline processes, and optimize cost-effectiveness.
- **Technology & Efficiency** – Utilized CRM and POS systems (Opera MS, SambaPOS) to improve service efficiency and business operations.
- **Team Leadership & Training** – Managed and mentored teams, ensuring peak performance in fast-paced hospitality environments.

Additional Information

- Proficient in CRM and POS systems (Opera MS, SambaPOS) and VA tools (Trello, Asana, Slack).
- Strong multitasking, budgeting, and vendor coordination skills.
- Skilled in customer service, email management, and administrative support.
- Interests: Travel, cultural experiences, personal development, and digital productivity tools.

Tools & Technologies

Hospitality & CRM Systems: Opera MS, SambaPOS, Micros POS

Productivity & Office Suites: Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Workspace

Project & Task Management: Trello, Asana, Slack

Communication & Virtual Assistance: Zoom, Microsoft Teams, WhatsApp Business, Email Management

References

Available upon request.