



Sheila Jerop Misoi

sheilajmisoi@gmail.com

Dubai United Arab Emirates

+971 52 549 2872

Professional Summary

Dedicated to ensuring customer satisfaction through exceptional service and unmatched support. Skilled in utilizing customer service best practices and adept at exploring solutions to effectively address customer needs. Committed to providing a positive and personalized experience, consistently exceeding expectations. Demonstrates a strong ability to adapt to changing circumstances and maintain a high level of professionalism in all interactions.

Skills

Ensuring customer satisfaction	Sales closing
Documenting information	Meeting Coordination
Public Speaking	Conflict Resolution
Problem-solving skills	

Work History

11/2023 - Current

Special Handling Agent

Transguard Emirates Group, Dubai, United Arab Emirates

- Classify degree of mobility of customers (WCHR,WCHS,WCHC);Ensure Customer Service Standards are adhered to: i.e
- Grooming standards, introduce yourself and address the customer by name, hand over survey and bid farewell; Taking care of passengers with special needs
- This includes the elderly, passengers in wheelchairs, unaccompanied minors, and sick passengers
- Assist the guests on Wheelchairs to navigate through check, immigration, security checks, Transfer Desks, Duty Free, Toilets, Food Court & Boarding Gates
- Assist sick Guests to Airport Clinic
- Assist in Boarding Process of guests travelling in wheelchairs
- Obtain timings of disembarkation of wheelchair guest; boarding of wheelchair guests; compare timings to evaluate service shortfalls etc
- Ensure that the guests are comfortable while boarding the wheelchairs, especially while taking turns and slide during boarding
- Ensure that the guests do not get injured / suffer from pain during board, which may affect the health condition of the guest and also on their time performance of the flight
- Transport passengers safely to and from required locations remaining alert to potential hazards which may cause an accident
- Provide special assistance, general information, and directions to passengers

as necessary in order to provide positive passenger relations

- Project a positive and friendly image when interacting with passengers, responding to inquiries from airlines, staff, and the general public
- Coordinate with dispatcher for assignments and gate agents regarding wheelchair assisted passengers.

10/2022 - 10/2023

Care Giver(part Time)

Al Zahra, Dubai,UAE

- Closely monitored client behavior, reporting changes or concerns to doctors or families for prompt resolutions
- Supported patients in maintaining personal appearance and hygiene, improving self-care and self-respect
- Improved patient mobility and independence by assisting patients in physical exercise and physio
- Organized activities and exercises to support physical and mental well-being
- Provided medical attention during sickness and injuries by cleaning wounds and administering required medication
- Lifted patients manually and using hoists, working carefully to provide safe, secure maneuvering
- Provided advice on healthy living, offering suggestions for wholesome meal options and gentle exercise for improved wellbeing
- Clearly and accurately recorded support received, enabling continuity of care with alternate caregivers
- Administered medications to clients unable to self-administer
- Cared for clients' wounds with regular cleanings and dressing changes
- Trained and mentored new, junior and relief carers to maintain continuity of care
- Supported clients during outings and appointments, providing transportation and mobility assistance
- Supported client mental health with reading, games and activities
- Organized schedules of medications, meals, medical appointments
- Informed supervisors of key changes in client conditions and behaviors
- Maintained detailed health records to report on progress or decline
- Coordinated regular exercise for clients to support health and wellness goals.

Education

**Certified Nursing Assistant, *Strong Point Education Training Institute*,
Dubai,UAE**

- Successfully completed and passed Nasal and Oral Specimen Collection Certification for Covid-19
- Successfully passed the Nursing Assistant Certification from American Medical Certification Association

Craft Certificate in Storekeeping, *Rift Valley Technical*

O-Level Certificate, *Eldoret Girls High*, Eldoret,Kenya

Certifications

- Certificate in Caregiving

Languages

English:

C1

Swahili:

C1

Advanced

Advanced

References

- Available upon request