

Beth Maureen Kamau

Customer Service

Ambitious and social professionals with articulate communication skills, dedicated to providing exceptional front-line service and ensuring smooth office operations. Enterprising approach to problem-solving and strong drive to stand out and excel in dynamic, fast-paced environment.



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 Nairobi, Kenya

WORK EXPERIENCE

Customer Representative

Lerruat Log Resort

07/2022 - 03/2025

Achievements/Tasks

- Expertly greeted and guided guests, ensuring a warm and inviting reception.
- Diligently verified guest arrivals against check-in list for seamless restaurant entry.
- Resolved guest complaints with professionalism and customer-first attitude.

Salon Receptionist

Sayyid Sisters Beauty Parlour.

09/2021 - 06/2022

Achievements/Tasks

- Managed daily cashflow transactions accurately while reconciling end-of-day reports.
- Documented guest information with software as directed.
- Booked client appointments correctly and followed their attendant.

Customer Care Attendant

Safaricom M-pesa

01/2015 - 02/2017

Achievements/Tasks

- Managed clients transactions both deposits and withdrawals.
- Provided exceptional customer service to ensure pleasant client experience.
- Monitored customer feedback, listened to their complaints and solved them.

EDUCATION

Diploma

National Youth Service Engineering Institute

05/2018 - 08/2021

Courses

- Diploma in Aeronautical Engineering (Avionics Option), Module One

High School

Kibutha Girls Secondary School

02/2011 - 07/2014

Muranga Kenya

Courses

- Certificate of Secondary Education

SKILLS

Customer service

Good communication skills

ICT

Teamwork

Ability to Multitask

Detail oriented

CERTIFICATION

Basic First Aid and Emergency Response

Workplace Attachment Recommendations Certificate

President's Award Gold Certificate.

LANGUAGES

English

Full Professional Proficiency

Swahili

Native or Bilingual Proficiency

INTERESTS

Hospitality

Travelling

Volunteering

Learning new things