

NATALIE MUTHONI IRUNGU

+254 748 416 946 | nataliemuthoni@gmail.com | Nairobi, Kenya

PROFESSIONAL SUMMARY

Customer Support and Service professional with over 4 years' experience in client-facing roles across hospitality, retail, and corporate environments. Skilled in handling inquiries, resolving customer issues, and ensuring customer satisfaction. Recognized for excellent communication, problem-solving, and ability to work under pressure while maintaining professionalism. Seeking to leverage my customer service expertise to deliver outstanding support in a dynamic organization.

Key Skills

- Customer support (in-person, phone & email)
 - Complaint handling & conflict resolution
 - Communication & interpersonal skills
 - Microsoft Office (Word, Excel, Outlook)
 - Time management & multitasking
 - CRM systems & record keeping
 - Cash handling & POS operations
 - Team collaboration & adaptability
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Professional Experience

Concierge / Receptionist – The Pearl, Qatar

Nov 2023 – August 2025

- Served as first point of contact for residents and guests, providing professional customer support.
- Handled inquiries, complaints, and service requests with efficiency and empathy.

- Maintained records of residents, visitors, and contractors using Microsoft systems.
- Coordinated with maintenance and admin teams to resolve issues promptly.

Cashier – Quick Mart Supermarket, Kenya

Jul 2021 – Oct 2023

- Processed payments and handled customer transactions with accuracy.
- Assisted customers with inquiries, complaints, and refunds.
- Maintained a clean and organized checkout area to enhance customer experience.

Procurement Intern – Ministry of Petroleum & Mining, Kenya

Jan 2021 – Apr 2021

- Assisted with processing invoices and purchase orders while providing client support.
- Handled customer/vendor inquiries and ensured timely updates.
- Prepared reports and presentations for departmental use.

Sales Lady – Emirates Collection, Kenya

Feb 2020 – Jan 2021

- Guided customers in product selection and provided after-sales support.
- Resolved complaints and escalated issues to management when necessary.
- Contributed to increased sales by offering product knowledge and upselling.

Waitress – Savanna Hotel, Nairobi

Feb 2019 – Jan 2020

- Delivered excellent customer service by attending to guest needs.
- Handled cash and payments while ensuring accuracy.
- Collaborated with kitchen staff to provide high-quality service.

Education

Diploma in Procurement & Supplies Management – Kiriri University of Science & Technology (2019 – 2021)

Kenya Certificate of Secondary Education (KCSE) – Rwathia High School (2015 – 2018)

Kenya Certificate of Primary Education (KCPE) – St. Mary Academy School (2004 – 2014)

Hobbies & Interests

- Reading,
- Traveling,
- Socializing,
- Customer engagement,
- Problem-solving

Referees

MR SAMUEL POISA. SUPERVISOR.

QUICKMART SUPERMARKET.

+254743440969.

MS CATHERINE WAWERU. BUSINESS WOMAN.

JOLLY BIRD RESTAUNT.

+254706086910.

MS MIRIAM MWAKIO.

BANKER.

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