

**EUNICE ATIENO ONYANGO**

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**SUMMARY**

Dynamic customer service professional with over three years of experience in hospitality and retail. Proven ability to handle customer inquiries with exceptional communication skills, enhancing client satisfaction. Successfully managed vendor relationships and improved office systems, contributing to exceptional maintenance of high standards in the company. Adept at problem solving and fostering team collaboration to drive excellent customer experience. Ready to contribute to a positive atmosphere and meet customer's needs effectively.

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**WORK EXPERIENCE**

**Front Desk Agent, The Concord Hotel and Suites, Parklands**

**August 2024-present**

- Verified guest records and facilitated personalized services without prompting
- Ensured the collection of accurate information during guest registration to maintain high service standards
- Facilitated seamless check-out experiences by efficiently processing guest payments
- Issued room keys and managed mail and messages to ensure prompt communication with guests
- Ensured the collection of accurate information during guest registration to maintain high service standards.
- Checked accommodation availability and assigned suitable options to guests, optimizing check-in efficiency
- Maintained a comprehensive guest database, improving information accessibility and management.

**Administrative Assistant, Kassam & Brothers Ltd, Nairobi**

**October 2020 - June 2024**

- Executed timely preparation and filing of statutory returns ensuring compliance with legal financial obligations such as NHIF, NSSF, PAYE, VAT and utility bills
- Maintained and devised advanced office systems, transforming a paper record system to a streamlined electronic format
- Prepared detailed payment requisitions with necessary documentation for approval and online transactions
- Facilitated effective internal and external communication on behalf of the director, enhancing interdepartmental relations
- Monitored and addressed emails promptly, eliminating delays in responses and communication breakdowns
- Prepared detailed payment requisitions with necessary documentation for approval and online transactions
- Managed petty cash transactions, ensuring compliance with company policies on expenditures
- Conducted errands and purchases to support the director's activities and office operations

- Screened and handled telephone calls, inquiries and requests providing exceptional customer service
- Devised and maintained advanced office systems, transforming a paper record system to a streamlined electronic format

**Retail Assistant, Weacon supermarket, Kamulu****January 2019 - June 2020**

- Maintained merchandising standards and shop layout to foster a conductive shopping environment
- Handled customer returns and collaborated with management and floor staff to address complaints
- Communicated customer feedback to supervisors, facilitating improvements in service
- Maintained store appearance and organization, contributing to an inviting shopping experience
- Replenished grocery shelves and ensured optimal stock levels, maximizing product availability
- Monitored against shoplifting and pilferage, ensuring product security
- Verified that stocked products were of high quality and in sellable condition
- Communicated customer feedback to supervisors, facilitating improvements in service
- Edited data accurately into QuickBooks, supporting retail management systems

**Administrative Intern, Lwala Community Alliance, Migori****January 2018 - December 2018**

- Took meticulous notes and minutes during meetings, supporting effective communication
- Facilitated meetings and conference calls by arranging logistics and travel plans as needed
- Assisted guests, applicants and visitors with inquiries ensuring positive experience
- Maintained organized and detailed records of documents to enhance retrieval efficiency
- Coordinated the maintenance of staff records, office, phone and company credit cards, promoting organization
- Distributed educational materials effectively, supporting learning initiatives
- Assisted guests, applicants and visitors with inquiries ensuring positive experiences
- Monitored inventory of office supplies and placed timely orders for replenishment
- Executed additional responsibilities as assigned, demonstrating a willingness to learn and adapt

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**EDUCATION****Diploma in Business Management and Administration, Kenya Institute of Management, Nairobi.****June 2016-September 2018**

## **SKILLS**

- Customer service
- Financial reporting
- Team player
- Attentiveness
- Good communication skills
- Hospitality Software {Opera}
- Office administration
- Data management
- Professionalism
- High energy
- Active Listening

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## **CERTIFICATIONS & TRAININGS**

- Occupational Health and safety
- Computer Packages
- English for Tourism-Hotel Reception and Front Desk
- Diploma in Hospitality Management- Ongoing
- Customer Service
- Waste Management Training
- Work Place Fire Safety Course for Fire Marshals
- First Aid at Work Course

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## **REFERENCE**

Issued upon request