



## **CATHERINE WAKARINDI WANJOHI,**

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### **SUMMARY AND OBJECTIVE**

I am a highly determined, organized and professional individual with 5+ years 'of progressive experience working in different customer service roles. My extensive experience of handling and assisting customers effectively and solving their disputes gives me the support to professionally confront stressful interactions ensuring my effectiveness in customer satisfaction. I possess hands on experience of using diplomacy and discretion while handling confidential information while fulfilling my duties.

### **KEY SKILLS AND EXPERTISE**

- Adaptability
- Self control
- Clear communication skills
- Taking responsibility
- Persuasive
- Effective listening
- Handling phone calls
- Taking initiative
- Time management
- Attentiveness
- Knowledge
- Willingness to improve
- Flexibility
- Ability to take initiative
- patience

## **WORK EXPERIENCE**

### ***Patient Relation executive at AL FUTTAIM HEALTH HUB, Dubai, UAE- Dec 2020 up to date***

- Meet and greet patients and scheduling appointments with doctors.
- Billing patients for medical services.
- Receiving patient's treatment codes to use in assembling reimbursement claims.
- Assist patients with problems associated with hospital registration and admission.
- Provide feedback to patients and families regarding their concerns and complaints.

### ***Receptionist/ Customer Service at SALINI IMPREGILO, Dubai, UAE – June 2017 to Aug 2021***

- Respond to calls, Emails, and routine letters, direct inquiries to the appropriate person
- Manage schedules and calendars, diaries and arranging appointments
- Coordinate and schedule meetings, prepare meetings documents
- Maintain Content management system
- Maintain budget and purchase supplies for the office track inventory of office supplies
- Maintain up-to-date contact information for company employees, suppliers and customers, keep such information confidential
- typing, preparing and collating reports, filing

### ***Waitress/Customer Service at EMIRATES FLIGHT CATERING, Dubai, UAE – December 2013 to May 2017.***

- Great guests and make them feel comfortable.
- Learn menu items and be able to describe them appropriately to guests.
- Take beverage and food orders.
- Deliver beverages and food in a timely manner.
- Checking with guests to ensure that everything is going well.
- Clear dirty dishes and glasses from tables or counters and take them to the kitchen for cleaning.
- Refill beverages throughout the meals.
- Deliver guest's bill and thank them for dining at the restaurant.
- Teamwork with other waitresses.

***Customer Care and Sales Representative, EQUITY BANK, Nairobi, KENYA - June 2011 to July 2013.***

- Attending to phone calls and enquiries.
- Coordinating with the customers and briefing them on various accounts offered by the bank.
- Directing general affairs regarding sales in the field.
- Periodic reporting of performance to Management.
- Effective resolution of complaints regarding sales.

**EDUCATION AND TRAINING**

- ❖ ***Certified Nursing Assistant (CNA)-strongpoint institute, Dubai***
- ❖ ***Certificate in Office Administration (KHDA) - Oscar Cultural institute, Dec 2019,Dubai***
- ❖ ***Certificate in Graphic and Design - Flamingo College, 2011.***
- ❖ ***Customer Care, Client Relations and Front Office Skills Training - Harpers Hospitality Training Programme, 2011.***
- ❖ ***Certificate in Computer Operations, and Computerized Accounting - Flamingo College, 2010.***
- ❖ ***Kenya Certificate of Secondary Education (KCSE) - Goshen High School, 2006-2009.***

**HOBBIES**

- Video shooting
- Video editing
- Photography
- Graphic designing
- Cooking
- Travelling
- Volunteering
- Sports

## **PERSONAL PROFILE**

Date of birth : 24 March, 1992  
Nationality : Kenyan  
Visa Status : Husband visa  
Residency status : Resident  
Sex : Female  
Marital Status : Married  
Religion : Christian  
Languages : English, Swahili (Spoken and Written)  
Language Proficiency : Excellent

## **REFERENCES**

### ***Ivano Miscoli, Admin Finance and Control Manager***

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### ***Winstone M. Otieno, IT Senior Operations Engineer***

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