

**DAVID NDOLO ODEDE**

DOB: 11<sup>th</sup> August 1990

NATIONALITY: Kenyan

PASSPORT NUMBER: A1994754

VISA TYPE: Visit Visa

VISA VALIDITY: 6<sup>th</sup> Oct 2021



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**PROFESSIONAL SUMMARY**

Friendly Customer Service Agent adept at working in diverse and fast paced customer service environments. Outstanding communication, team working & relation-building skills. Flexible, fast learning, enthusiastic and eager to be part of a customer service-orientated team.

**KEY SKILLS AND COMPETENCIES**

## Customer Service

- Can tactfully manage difficult or emotional customers.
- Listening patiently to and empathizing with customers.
- Always conveying a genuine desire to help and support customers.
- Managing multiple customers simultaneously.
- Confident when dealing with people face to face.
- Identifying opportunities for improvement of customer service.
- Handling conflicting priorities.
- Maintaining customer database files.

## Personal

- Able to deal with frequent changes in the work environment.
- Well groomed and always having a smart appearance
- Willing to work additional hours if required.
- Available for weekends and evening work.
- An ability to organize and present information for a varied audience.
- Flexible with regards to working location.

**AREAS OF EXPERTISE**

Greeting customers

Face to face interaction

Customer satisfaction

**EMPLOYMENT HISTORY**

IFA Hotels & Resorts, IFA Residential Services, Palm Jumeirah (Dubai)

**Concierge Agent/Front Desk Administrator** | March 2016 – March 2021

- Delivered an excellent customer experience, helping customers with right information of products and/or services, welcoming & greetings according to brand standards.
- Conducted problem solving & troubleshooting of various customer complaints
- Conducted cash handling, up selling of HK/HM contracts, documentation & file management.

- Handled all incoming calls at the Front Desk & Customer Complaint follow ups.
- Achieved personal & targeted KPI's by consistently exceeding expectations.

Emrill Services LLC (Top awarded FM Company in UAE) (Dubai)  
**Concierge Attendant/Receptionist** | Aug 2013 – Dec 2015

- Provided excellent customer service at all times.
- Took inbound calls, dealt with questions efficiently & effectively and input data into ICT systems
- Remained observant, anticipated resident & guests needs and responds accordingly to inquiries and requests.

Worked to ensure all individual and team targets were met.

Assisted in training new members of staff.

Cold-called customers to up-sell services.

Maintained a friendly manner and calm, positive demeanor when handling complaints.

### **CERTIFICATES/TRAININGS**

The ABC's of Customer Service (2017)

Computer-aided facility management (CAFM)

### **ADDITIONAL PROFESSIONAL EXPERIENCE**

Mowlem Diagnostic & Medical Centre, Nairobi (Kenya)

**Sales Assistant/Promoter** | May 2011 – April 2013

Giant Pharmaceuticals, Nairobi (Kenya)

**Sales Agent/ Telesales** | Jan 2011 – March 2011

The Boma Hotel Nairobi (Kenya)

**Bell Attendant** | Jan 2010 – Jan 2011

### **EDUCATIONAL BACKGROUND**

Diploma in Human Resource Management | **University of Nairobi, Nairobi, KE – 2011**

High School Diploma | **Jamhuri High School, Nairobi, KE – 2008**

### **AFFILIATIONS**

Vice-Chair, True Identity Club, Millennium Development Goals (MDGs), Jamhuri High School, KE

Member, Kenya Wildlife Club, Jamhuri High School, KE

Volunteer Spray Operator, Indoor Residual Spraying (IRS), Research Triangle Institute (RTI), KE

### **INTERESTS/HOBBIES**

Team Sports like Football, Basketball

Volunteering

Travelling

Music & Sports Entertainment

### **REFERENCES**

Referees available upon request.

