



# Esther Maina

## Customer Service Agent

A dedicated and professional customer service specialist with a strong ability to build positive client relationships. Organized, reliable, and adaptable, with proven experience handling customer inquiries, administrative tasks, and multitasking in demanding environments. I'm Motivated to grow within a structured industrial organization.

## Contact

### Phone

(974) 66-900-275

### Email

mainamuthoni59@gmail.com

### Address

Building 28, Al Majda Street Zone 23  
Qatar, Doha

## Education

2021 - 2021

Certificate in Computer Proficiency  
The Kenya Institute of Management

2017 - 2020

High School Diploma  
Stephjoy Girls High School

## Expertise

- Customer Service & Client Support
- Call Handling (Inbound & Outbound)
- Email & Professional Communication
- Front Desk & Reception Operations
- Administrative & Office Support
- Microsoft Word, Excel & Email
- Data Entry & Record Management
- Time Management & Multitasking
- Problem Solving & Team Coordination

## Language

English

Swahili

## Experience

### Waitress

2026 to present

Fargo Coffee. Co - Doha, Qatar

- Welcome and assist guests to ensure a positive dining experience
- Accurately take and serve food and beverage orders
- Maintain cleanliness and organization of dining areas
- Coordinate with kitchen staff to ensure timely and efficient service
- Handle customer concerns professionally to maintain satisfaction

RKN Almrwnh Project Management Services Co. - Dubai, UAE  
**Administrative / Office Assistant**

2023 - 2025

- Handled high volumes of customer calls and emails professionally
- Assisted clients with inquiries and service requests
- Maintained accurate records, files, and administrative documents
- Supported promotional and administrative activities
- Coordinated between clients and internal departments
- Ensured timely responses and high customer satisfaction

Hotel Premio - Nairobi, Kenya

2022 - 2023

### Receptionist / Front Desk Support

- Managed guest arrivals and departures efficiently
- Handled calls, emails, and online bookings
- Processed payments, invoices, and daily reports
- Delivered excellent customer service, resulting in Employee of the Year recognition
- Resolved guest concerns professionally to ensure satisfaction

Hotel English Marina & Spa - Mombasa, Kenya

2021 - 2022

### Waitress

- Greeted and seated guests, ensuring a welcoming and comfortable dining experience.
- Provided detailed menu information and made recommendations based on customer preferences.
- Took accurate food and beverage orders, relaying them promptly to the kitchen and bar staff.
- Delivered orders to tables efficiently, ensuring proper presentation and temperature.

## Reference

Available upon request