

LAURYN LORAH RAPHAEL

CUSTOMER SERVICE REPRESENTATIVE

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PROFESSIONAL SUMMARY

Charismatic and detail oriented professional with strong experience in front desk operations, guest service and administrative support. Skilled in handling customer inquiries, coordinating schedules, managing records and ensuring seamless operations. Known for creating a welcoming atmosphere, providing excellent customer experiences and excelling in problem solving and multitasking. A proactive team player eager to contribute to dynamic environments and support effective organizational functioning.

PROFESSIONAL EXPERIENCE

Front Desk Receptionist

A.M Guest House

November 2023 - November 2024

- Managed the front desk operations, serving as the first point of contact for all guests inquiries and request.
- Maintained inventory control for guests amenities to ensure availability at all times.
- Assisted with administrative tasks such as invoicing, documentation and maintaining guest records.
- Assisted with check-ins, check-outs, payments and resolving issues in a timely manner.
- Collaborated with internal departments to communicate and fulfill guests requirements.
- Oversaw and coordinated guest reservations and scheduling.
- Handled customer communications via emails, inquiries and requests ensuring timely and accurate responses.
- Assisted customers with inquiries, complaints and requests in a timely and satisfactory manner.

- Monitored and managed the attendance and security systems.
- Kept inventory of stock
- Conducted customer satisfaction surveys and contributed to strategy planning based on the feedback.

Customer Service Representative (Volunteer)

National Social Security Fund (NSSF)

February 2022 - July 2022

- Managed customer accounts, processing service requests and financial data, ensuring accuracy and top tier confidentiality.
- Conduct follow-ups with customers to ensure their satisfaction and gather feedback on services provided.
- Served as first point of contact for customers inquiries
- Addressed and resolved customer complaints and issues in a timely and professional manner.
- Maintained customer records, updated information and documented interactions in the company's system.
- Collaborated with internal teams to address and resolve customer concerns.
- Provided detailed information to customers regarding different services offered at NSSF.

SKILLS

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|------------------------------------|----------------------------|
| • Data Entry | • Organizational Skills |
| • Customer Relationship Management | • Attentive to detail |
| • Time Management | • Team Player |
| • Administrative Support | • Guest Service Operations |
| • Communication Skills | • Problem-solving Skills |
| • Microsoft Office Proficiency | • Interpersonal Skills |
| • Record Management | • Cultural Sensitivity |

LANGUAGES

- English
- Kiswahili

EDUCATION

- | | |
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| • Bachelor Degree in International Relations and Diplomacy | 2023 |
| • Higher Diploma in International Relations and Diplomacy | 2022 |

REFERENCES

Dickson Kamuhanda
Compliance Officer (CO),
National Social Security Fund (NSSF),
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