

Application For Customer Service Role

Dear Hiring Manager,

I am writing to express my interest in customer service role in your company. I am dedicated and hardworking hospitality professional with hands on experience in front office operations.

Through consistency, discipline, and strong performance, I was recognized as the best employee of the month. Currently am working in Qatar as a receptionist where I handle check ins and Check outs, while coordinating with housekeeping attendant and ensuring overall guest satisfaction. This role has further strengthened my communication skills, teamwork, attention to detail, and understanding of customer service.

My background as a customer service experience gives me a strong understanding of hospitality standards and the importance of cleanliness, organization, and efficiency. I am physically fit and able to work under pressure while following instruction and maintaining high standards of hygiene. I am very interested in this opportunity and am ready to comply with all employment and relocation requirements. I would appreciate the opportunity to be considered for this position.

Thank you for your time and consideration.

Yours Sincerely,
Dadson Mwangi Wachira,
+97433748260

Dadson Mwangi Wachira



Front Desk Receptionist

Highly Organized and Reliable Administration & Front Desk Professional with experience in hospitality, corporate, and healthcare environments. Skilled in front-office operations, customer service, scheduling, record-keeping, and document management, supporting smooth daily operations. Proficient in Microsoft Office, office equipment, EMR systems, and communication tools.

Recognized for professionalism, attention to detail, and the ability to manage multiple tasks in fast-paced environments. Successfully handled 50–150 clients/visitors daily, coordinated 20+ appointments or bookings weekly, and improved workflow efficiency by 20–30%. Committed to maintaining safety, confidentiality, and excellent service standards.

✉ dadsonmwangi2001@gmail.com

☎ +97433748260

📍 Doha Qatar

WORK EXPERIENCE

Al asmakh A to Z Services

Aug 2024 - Present

Front Desk Receptionist (Aspire Zone Foundation)- QATAR

- Managed front desk operations serving 150+ visitors daily, ensuring smooth registration and access control
- Handled 80–120 calls and emails per day, maintaining a 95%+ response and resolution rate
- Coordinated 20+ meeting room bookings weekly, supporting executives and corporate teams
- Maintained accurate visitor logs, records, and correspondence with zero data-privacy incidents
- Improved front desk efficiency by 20% through organized scheduling and workflow management

Front Desk Receptionist (Aspetar Hospital)- QATAR

July 2023 - Aug 2024

- Managed patient registration, check-in, and check-out in compliance with Qatar healthcare standards
- Scheduled appointments and coordinated with doctors, nurses, and clinical departments
- Handled patient inquiries professionally while maintaining confidentiality and data privacy
- Processed insurance approvals, billing details, and payments accurately
- Maintained electronic medical records (EMR) and followed MOPH hospital policies and procedures

Data Entry (The Pearl Qatar)

Oct 2022- July 2023

- Entered Data into spreadsheets and company systems safely.
- Updated and maintained existing employee and company data.
- Verified data for accuracy and completeness before entry.
- Corrected errors and inconsistencies in data after entry.
- Maintained confidentiality and security of data of the company.
- Assisted Admin with record keeping.
- Prepared basic report and summarized from entered data.
- Followed company data standards and procedures.
- Used Microsoft excel and google sheets for record keeping.
- Used basic office equipment like scanner and printer.

(A to Z Services)- Doha, Qatar

House Keeping Supervisor

Feb 2020 - July 2022

- Supervised and coordinated daily activities of my staff.
- Inspected corridors, guest rooms, public areas and back of house areas for cleanliness.
- Assigned duties and schedules to my staff in accordance with one's point of strength.
- Trained new staff in BSCS, importance of using Personal Protective Equipment ensuring safety and hygiene.
- Coordinated with front office on room status i.e. before during and after check-out.
- Monitored use of cleaning chemicals and equipment to ensure proper handling and safety measures are adhered to.
- Reported maintenance issues i.e. damaged furniture, plumbing works, lighting to engineering.

THUMAITA WEST HIGHSCHOOL

O level Certificate - Acquired in Kenya

Jan 2016 - Nov 2019

- Completed secondary education equivalent to O Level / High School Diploma
- Gained foundational skills in English communication, mathematics, and general studies
- Developed strong discipline, time management, and teamwork skills
- Demonstrated ability to follow instructions, meet deadlines, and adapt to structured environments
- Qualified for entry-level and support roles in corporate, hospitality, healthcare, and service sectors

Alison Certification Program -Acquired in Qatar

- **Process Efficiency:** Mastered 10+ core administrative frameworks, including diary management and logistics, aimed at reducing operational delays and improving team scheduling accuracy by an estimated 15%.
- **Technical Proficiency:** Completed 15+ hours of intensive training in Microsoft Office (Excel & Word) for professional document production, ensuring 100% compliance with corporate formatting and data security standards.
- **Customer Retention & Service:** Trained in advanced service evaluation techniques, focusing on resolving complex client inquiries to maintain high service levels and support customer satisfaction goals.
- **Communication Strategy:** Developed professional correspondence and meeting-minute protocols designed to facilitate clear information flow across cross-functional teams and minimize communication errors.
- **Operational Compliance:** Gained specialized knowledge in workplace ethics, confidentiality, and risk management, essential for maintaining corporate integrity in highly regulated business environments.

SKILLS

- **Customer Service & Communication** – Assisted 100+ clients and patients weekly, maintaining a 95% satisfaction rate through professional interaction.
- **Administrative & Front Desk Operations** – Managed scheduling and record-keeping for 50+ daily appointments, ensuring 100% accuracy in documentation.
- **Time Management & Organization** – Coordinated multiple tasks across shifts, improving workflow efficiency by 20% in previous roles.
- **Safety & Compliance Awareness** – Maintained hygiene and safety standards in 100+ rooms/public areas, achieving zero compliance violations.
- **Adaptability & Learning Agility** – Quickly learned new systems and procedures, reducing onboarding/training time by 30%.
 - **Process Efficiency:** Mastered 10+ core administrative frameworks, including diary management and logistics, aimed at reducing operational delays and improving team scheduling accuracy by an estimated 15%.
 - **Technical Proficiency:** Completed 15+ hours of intensive training in Microsoft Office (Excel & Word) for professional document production, ensuring 100% compliance with corporate formatting and data security standards.
 - **Customer Retention & Service:** Trained in advanced service evaluation techniques, focusing on resolving complex client inquiries to maintain high service levels and support customer satisfaction goals.
 - **Communication Strategy:** Developed professional correspondence and meeting-minute protocols designed to facilitate clear information flow across cross-functional teams and minimize communication errors.
 - **Operational Compliance:** Gained specialized knowledge in workplace ethics, confidentiality, and risk management, essential for maintaining corporate integrity in highly regulated business environments.

Licenses

1. Qatar Driving License obtained 2025 December.

The Kenya National Examinations Council



KENYA CERTIFICATE OF SECONDARY EDUCATION

This is to certify that the candidate named below sat for the Kenya Certificate of Secondary Education examination in the subjects shown and attained the grades indicated.



09223110/093



NAME: WACHIRA DADSON MWANGI
THUMAITA WEST SECONDARY SCHOOL

M1 D/F 09223110/093

	SUBJECT	GRADE
101	ENGLISH	C (PLAIN)
102	KISWAHILI	D+ (PLUS)
121	MATHEMATICS	D (PLAIN)
232	PHYSICS	D (PLAIN)
233	CHEMISTRY	D (PLAIN)
311	HISTORY AND GOVERNMENT	D (PLAIN)
313	CHRISTIAN RELIGIOUS EDUCATION	C (PLAIN)
565	BUSINESS STUDIES	C- (MINUS)



SUBJECTS NAMED EIGHT MEAN GRADE D+ (PLUS)
EXAMINATIONS OF YEAR 2019
PRINTED: 200527:113428

Chief Executive Officer
Kenya National Examinations Council



Chairman
Kenya National Examinations Council

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State of Qatar
Ministry of Interior
Traffic Department

دولة قطر
وزارة الداخلية
إدارة المرور



DRIVING LICENCE

رخصة سوق

30140401029

الرقم الشخصي



الاسم دادسون موانجي واتشيرا

NAME DADSON MWANGI WACHIRA

NAT. KENYA

الجنسية كينيا

DATE OF BIRTH

2001-07-15

تاريخ الميلاد

BLOOD GR.

فصيلة الدم

FIRST ISSUE

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DRIVING LICENCE

REPUBLIC OF KENYA

JAMHURI YA KENYA



SURNAME

WACHIRA

OTHER NAMES

DADSON MWANGI

NATIONAL ID No

38478562

LICENCE No

DL-1338522

DATE OF BIRTH

15.07.2001

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MALE

BLOOD GROUP

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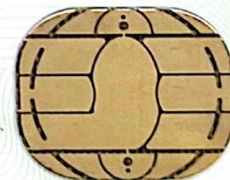
06.12.2027

COUNTY OF RESIDENCE

QATAR

HOLDER'S SIGNATURE

DADSON MWANGI WACHIRA



6086960020804786



