



Brian Muoho

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Professional Summary

Flexible customer service team member focused resolving customer concerns and enquiries. Skilled at accurately documenting call details, preparing reports and organising documentation. Offers helpful answers and relevant information to retain business.

Work History

11/2022 - 08/2023

Customer Service Advisor
STAFFRITE Kenya, Nairobi, Kenya

- Managed high-volume customer queries simultaneously through effective multitasking.
- Offered prompt solutions to maintain customer satisfaction.
- Adhered strictly to policies and procedures for continued company compliance.
- Offered detailed advice on product and service benefits.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Kept abreast with latest product developments to inform customers.
- Recorded customer communications to maintain proper documentation.
- Established positive relationships with clients by going extra mile to build rapport.
- Assisted manager in implementing and updating procedures to sustain quality standards.

03/2022 - 11/2022

Customer Sales Associate
Elite Interactive LTD, Nairobi, Kenya

- Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
- Assisted customers with product selection and sales, recommending items to increase transaction value.
- Prepared products for sales floor, steaming and presenting items immaculately for appealing displays.
- Located requested items and placed orders on request by clients.
- Analysed sales to identify top-performing products.
- Researched competitor products and determined causes of success for internal marketing efforts.
- Explained product benefits maximising customer engagement while driving sales.
- Escalated complex complaints to managers for assistance.
- Suggested new marketing strategies for boosting customer loyalty and sales.

Skills

Advanced product knowledge
Dispute resolution

Microsoft Office Suite
Customer care

Data confidentiality
Queue management
Instant messaging
Excel proficiency

Record maintenance
Customer retention
Integrative negotiation

Education

01/2018 - 11/2021 **GED, Business, Starehe Boys Centre, Nairobi/Kenya**

Languages

English:

Fluent