**CYPRIAN GATETE**

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Experienced and highly organized Customer Service Representative with 5 years of providing exceptional customer care support. Adept at managing office operations, coordinating customer needs, addressing requests and complaints, and driving productivity improvements. Proficient in Microsoft Office Suite, project management tools, and CRM software. Known for strong multitasking abilities, keen attention to detail, and effective communication skills. Seeking a new role to leverage my expertise in a dynamic environment where I can contribute to team success and further develop my professional skills.

**AREAS OF EXPERTISE**

* Customer Relationship Management
* Problem Solving
* Database Management
* Communication Skills
* Time Management
* Customer Service Metrics
* Complaint Handling
* CRM software
* Attention to detail
* Team Collaboration
* Technical Proficiency

**KEY ACHIEVEMENTS**

* **Improved Customer Satisfaction**- Increased customer satisfaction scores by 20% within six months by implementing a more personalized approach to customer interactions. Reduced average response time by 30% by streamlining the ticketing process and introducing a new prioritization system.
* **High Resolution Rate-** Achieved a 95% first-call resolution rate, significantly reducing the need for follow-up contacts and enhancing the overall customer experience. Successfully, managed a high volume of customer inquiries, averaging 100+ calls/emails per day while maintaining a 98% customer satisfaction rating.
* **Process Improvement**- Identified and implemented a new workflow for handling customer complaints, reducing escalation rates by 25%. Trained and mentored new team members, reducing onboarding time by 40% and increasing overall team productivity.
* **Cross-Department Collaboration**-Collaborated with the product development team to resolve recurring customer issues, leading to a 15% decrease in product-related complaints.
* **Exceeded Sales Targets** Consistently exceeded upsell and cross-sell targets, contributing to a 15% increase in revenue through proactive product recommendations. Received the "Employee of the Month" award three times in one year for outstanding customer service performance and dedication

**PROFFESSIONAL EXPERIENCE**

**NAIROBI CITY COUNTY** *Nairobi, Kenya*

**Customer Service Representative** *January 2019- June 2024*

* **Customer Assistance:** Provided timely and effective responses to inquiries and concerns from residents and businesses regarding county services, policies, and procedures.
* **Issue Resolution:** Managed and resolved a wide range of customer issues, including service disruptions, billing discrepancies, and complaints, ensuring high levels of customer satisfaction.
* **Information Dissemination:** Acted as a key point of contact for disseminating important information about county initiatives, events, and regulations to the public.
* **Records Management:** Accurately documented customer interactions and service requests, maintaining detailed records in the county’s customer relationship management (CRM) system.
* **Process Improvement:** Identified recurring issues and suggested improvements to enhance service delivery and reduce the volume of repeat inquiries.
* **Complaint Handling:** Effectively handled escalated complaints and worked closely with senior management to address and resolve critical issues.

**EDUCATION**

**KCA UNIVERSITY**

**Nairobi, Kenya**

**Diploma Business Management - CREDIT**

**ADDITIONAL SKILLS**

**Kirinyaga Institute of Professional Studies**

**Kirinyaga, Kenya**

**Certificate QuickBooks - CREDIT**