



# Elizabeth Wambui Ndung'u

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With a decade of professional experience, adept at navigating diverse personalities with patience and tact.

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## Professional Experience:

### Diesel Dynamics

02/23 - 01/24

#### Customer Service Representative/ Receptionist

- Address the client's concerns, issues, and questions via phone, email and face to face interactions.
- Receive and greet customers.
- Identify customer's needs and match them to the relevant department.
- Receive all inbound calls to the business.
- Prepare weekly and monthly reports.
- Collecting and analyzing customer feedback.
- Recommend potential products to meet client's needs.
- Opening of customer accounts by recording account information.
- Attract customers by positively promoting the company and product.
- Make orders and sign for deliveries. Ensure all mail and packages are distributed correctly.

### Geminia Insurance

04/22 - 02/23

#### Sales Representative

- Maintain client records.
- Make and receive cold calls to and from potential clients
- Initiating sales with potential clients over the phone.
- Maintaining good relationships with client.
- Generate and prepare weekly and monthly reports.
- Make site visits with the plan of increasing company's database.
- Collaborate with the team to ensure targets are reached.
- Collect and analyze customer feedback.

### Ebru Television & Switch Television

03/14 - 12/21

#### Senior Presentation Editor, Archiving and Traffic Controller

- Preview, edit, and quality check all programs before airing.
- Prepare and edit synopsis for the station's content.
- Generate the daily transmission schedule.
- Prepare the commercial transmission schedule.
- Generate the Electronic Program Guide to be sent to service providers.
- Prepare the weekly schedule to be sent to all departments.
- Assign and keep the library of the station's current and past programs.
- Liaise with the transmission team to ensure smooth programming.
- Inventory monitoring to avoid potential scheduling gaps.
- Prepare weekly and monthly commercial log reports.
- Receive and preview new material and advise on suitable time slots.

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**Education:**

Kenya Institute of Mass Communication  
Diploma in Telecommunication Engineering: Pass

09/10 - 11/13

South Tetu Girls High School  
KCSE: B-

01/06 - 11/09

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**Additional Information:**

- Passport Number: BK647834
  - Visa Status: Visit Visa
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**Key Skills:**

- Team Player
- Problem Solver
- Fast learner
- Organizational skills
- Listening Skills