

SERA JUMWA RUWA



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Nairobi, KE 19273-00501

EDUCATION

B.A GENDER & DEVELOPMENT STUDIES

Kenyatta University
2021

- Gender, Culture & Development.
- Gender, Governance & Development.
- Gender, Population & Development.
- Gender Equality.
- Gender Based Violence
- Violence Against Women
- Gender & Environment Management.
- Gender Dimensions in Community Mobilization & Development.
- Gender, Human Rights & Development.

MS OFFICE

Kaizen Computer College, Komarock,
Nairobi 2016

KENYA CERTIFICATE OF SECONDARY EDUCATION(KCSE)

Grade B- Kahuhia Girls High School,
Murang'a 2015

PROFESSIONAL PROFILE

Courteous, patient, knowledgeable and detail-oriented customer service professional who is constantly developing innovative ways to exceed expectations while adhering to all company policies.

My ability to learn fast, my attentiveness, and open-mindedness have enabled me find ways to adapt quickly to new situations which assists me in remaining a valuable asset to the company.

My experience spans across administration, office management and customer relationship management.

As a current customer service professional, I am seeking a position that will allow me utilize my experience and skills to maximize results and outcomes while also learning and keeping myself updated with relevant trends and changes that will enable me perform efficiently and effectively at all times.

WORK EXPERIENCE

CUSTOMER SERVICE CALL CENTRE AGENT

Bboxx Capital. 06/2022-PRESENT

- Handle incoming calls and provide solutions/advice to customers
- Make follow up calls to increase customer satisfaction and ensure no outstanding issues remain.
- Maintain and update customer data in Enterprise Resource Planning (ERP)
- Accurate data entry and navigation of ERP and CRM
- Follow Bboxx sales and after sales processes
- Monitor and respond to incoming SMS
- Make outgoing calls to customers who are behind on payment plan, and follow up calls to those who have previously contacted with technical issues.
- Escalating issues via jira

SHOP SUPERVISOR

BF SUMA • 03/2022 -05/2022

- Responsible for the daily work at the shop which include; solicit customers, selling of products, protect the fixed assets and ensure safety of the inventory.
- Design marketing activities to achieve monthly sales target and increase daily store traffic.
- Submit daily sales, traffic and inventory report.
- Understand the brand's operating policy, and implement sales strategies based on the brand's characteristics and styles.
- Responsible for periodic inventory verifications & physical stock checks

KENYA CERTIFICATE OF PRIMARY EDUCATION(KCPE)

Bidii Primary School, Buruburu, Nairobi
2011

STRENGTHS

- Ability to take responsibility and lead to achieve set targets if management is unavailable
- Ability to multitask with high attention to details which has proven to aid my adherence to deadlines
- Excellent networking abilities which has assisted me in onboarding new client partners and stakeholders
- Dedicating, motivated and focused to achieve set goals with consideration of the quality of my work.

COMPETENCIES

Proficiency in Microsoft Office Suite and Google Workspace.

High sense of honesty, integrity and excellent communication

Working with little or no supervision and report writing skills

Calmness and confident under pressure

Ability to learn fast and effective management of time.

Ability to be the calming force in any situation while using emotional intelligence to strategize the best way to resolve heated clients' issues in a way that the company's standards

- Responsible for the accuracy of inventory, books of accounts at the shop and merchandise handover

DEBT COLLECTION AGENT (CALL CENTRE AGENT)

APEX COLLECTIONS AFRICA LTD • 02/2022 - 03/2022

- Kept track of outstanding debts.
- Plan course of action to recover owed money.
- Locate and contact debtors
- Negotiate payoff deadlines and payment plans.
- Kept records of customer interactions, transactions, comments and complaints
- Handle customers' questions or complaints.
- Identify gaps in the system and recommend solutions.
- Build trust with debtors

CUSTOMER CARE AGENT

TRADEWINDS AVIATION SERVICES • 02/2021- 05/2021

- Met and assisted (MAAS) passengers with reduced mobility (PRMs).
- Assisted traveling passengers with check in processes.
- Responded to customer queries/problem solving
- Ensured customer satisfaction and provide professional customer support.
- Kept records of customer interactions, transactions, comments and complaints
- Assisted passengers with baggage.
- Assisted with administrative functions
- Provided information to passengers
- Facilitated boarding of passengers
- Assisted with ticketing and reservation issues.
- Safety and security

TRAINING ACHIEVEMENTS

- Annex 17: Security Awareness
- Annex 18: Dangerous Goods Regulations (DGR)
- Annex 19: Safety Management Systems (SMS)
- Emergency Response Plan (ERP)

SOCIAL WORKER ATTACHEE

SOCIAL SERVICES DEPARTMENT. 6/2019-08/2019

- Dealt with gender-based violence and family welfare cases.
- School – home visits for disadvantaged pupils
- Cared for the aged at the home of the aged
- Conducted community entry meetings with the help of local leaders
- Offered guidance and counseling to students
- Data collection and management
- Updated local leadership on outcome of meetings

and reputation is not affected and the client is fully satisfied with the service received

Ability to consistently exceed expectations.

Extensive background and on the job experience in customer service

Ability to design, propose, formulate, implement, monitor and correct plans to ensure company goals are met.

Ability to cope with recurring changes in the working schedule and work long hours while also reacting quickly to emergencies with flexibility and agility.

Profound analytical and problem solving skills ; able to identify areas of improvement and make sound recommendation to solve problems.

REFERENCES

MS. WINCATE NYABWARI

Call Centre Supervisor
Bboxx Capital
Email: w.nyabwari@bboxx.co.uk
Mobile: +254707388790

MR. ALPHONCE MWANYOLO

Duty Service Supervisor
Kenya Airways Limited
PO Box 19133-00501 Nairobi
Email: alphonce.mwanyolo@kenya-airways.com
Mobile: +254722359125

MRS.FLORA OSOKAISE

Station Manager-Kenya
Uganda Airlines
PO Box 22933-00100 GPO Nairobi

SHOP ATTENDANT

KOMAROCK LUCKY SHOP & M-PESA. 2016

- Dealt with customers in a retail outlet and M-pesa
- Stocktaking and asset management
- Responded to customer queries/ problem solving
- Finance and accounting
- Ensured service delivery within strict timelines
- Preparation of daily sales reports

CORE COMPETENCIES

Administration Skills: Experienced in managing administrative functions for example handling emails and telephone calls, planning meetings and schedules, ensuring the smooth running of office operations and ensuring that office equipment is well maintained or handled.

Problem Solving Skills: Working with customers has enabled me to be able to keenly evaluate their issues and be able to come up with relevant solutions for them.

Professionalism and Interpersonal Skills: Demonstrating self-control, patience and empathy when handling various issues of different customers with different temperaments.

Social Work: Competent in working with communities with aim of alleviating the conditions of those people in a community suffering from social deprivation by empowering them.

Counseling Skills: Knowledge and passionate on offering guidance and counseling gained through my course work and practicum.

Communication Skills: Excellent communication skills with ability to relate with all staff working in the department and take time to listen to staff enquiries and complaints.

ICT Competence: Working knowledge of MS suite, internet, Microsoft teams, outlook, ERP, CRM and emails.

PERSONAL INTERESTS

- ✓ Fine Art
- ✓ Hockey
- ✓ Swimming
- ✓ Music

ADDITIONAL INFORMATION

OFFICE ADMINISTRATION (Short Course) -Oxford Home Study Centre
LEADERSHIP DEVELOPMENT AND MENTORSHIP- Kenyatta University

LANGUAGES

Email:f.osokaise@ugandairlines.com
Mobile:+254722679214

English

Fluent

Swahili

Native

French

Elementary