

# NANCIE CHEBET

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## PROFESSIONAL SUMMARY

Resourceful and results-driven professional experienced in managing office operations in fast-paced and busy office environments. Proven track record of professionalism, integrity, and creativity in office functions. Competent at assigning duties to staff and liaising with customers and stakeholders. Demonstrated ability to prioritize assignments and make effective decisions. Possesses excellent interpersonal and customer service skills.

## CORE COMPETENCIES

Customer Service | Front Office Management | Calendar & Schedule Management | Correspondence Handling | Telephone Handling | Inventory Control | Recordkeeping | Administrative Support | Reporting | Complaint Handling | Dietary Counseling | Nutrition Assessments | Relationship Management | Asset Management

## PROFESSIONAL & ACADEMIC QUALIFICATION

Certificate in Digital Customer Service | Generation Programme Kenya | 2021

Diploma in Nutrition & Dietetics Management | African Institute of Research & Development Studies (AIRADS) | 2018

Kenya Certificate of Secondary Education | Kenyatta Secondary School | 2013

## WORK EXPERIENCE

### BLUESTAR LOGISTICS LLC

#### LOGISTICS COORDINATOR |04/2023 -PRESENT

**Overall Purpose:** Responsible for Support, coordination and provide excellent customer service to Owner Operators, Drivers and Brokers to ensure timely movement and delivery of loads.

#### Responsibilities

- Book loads based on pre-determined routes.
- Communicate load requirements to drivers.
- Schedule drivers for load pick-up/delivery.
- Verify accuracy of BOLs and PODs.
- Coordinate driver assignments in compliance with DOT regulations and Company practices/policies; Proactively track drivers to ensure on-time load delivery.

## THE LIVING ADVENTURE – QATAR

### FRONT OFFICE RECEPTIONIST | 10/2022 - 12/2022

**Overall Purpose:** Responsible for managing the front desk daily and performing a variety of administrative and clerical tasks.

#### Customer Service

- Provides basic and accurate information in person and via phone/email.
- Greets and welcomes guests as soon as they arrive at the office.
- Directs visitors to the appropriate person and office.

#### **Front Office Management**

- Ensures reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms, and brochures).
- Maintains office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).

#### **Calendar & Schedule Management**

- Updates calendars and schedules meetings.
- Arranges travel and accommodations, and prepare vouchers.

#### **Correspondence Handling**

- Receives, sorts and distributes daily mail/deliveries.

#### **Telephone Handling**

- Answers, screens, and forwards incoming phone calls.

#### **Inventory Control**

- Orders front office supplies and keep an inventory of stock.

#### **Recordkeeping**

- Keeps updated records of office expenses and costs.

#### **Administrative Support**

- Performs other clerical receptionist duties such as filing, photocopying, transcribing, and faxing.

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### **JUMIA KENYA**

#### **CUSTOMER EXPERIENCE ASSOCIATE | 03/2022 – 08/2022**

**Overall Purpose:** Responsible for taking ownership of a wide range of concerns, issues, and complaints from our customers and ensuring they are resolved efficiently and professionally in line with the SLA

- Handled all escalated customer issues from the CS Agents to resolve them within the set SLA period.
- Provided relentless focus and discipline to drive coordinated, systematic, and sustained organization-wide customer experience programme.
- Identified the root cause of any customer issues and highlighted them to the relevant area or department of the business.
- Reported daily to the CS Manager on Issues logged in.
- Submitted weekly and monthly issues report. Liaised with different departments and section heads to ensure customer concerns were addressed fully and in line with the CS Processes and Policies.
- Highlighted concerns that impacted Customer Experience.
- Implemented customer-centricity throughout the whole CS department.
- Carried out a trend analysis of the customer issues with an overview of advising CS Manager & MD on what needed to be improved on.
- Communicated all processes; client changes and notifications to agents promptly.
- Provided Subject Matter Expertise support to agents.
- Carried out any other ad hoc duties as requested by the Manager from time to time.
- Motivated the team to provide a first-class service to all our customers.

**JUMIA KENYA**  
**CUSTOMER SERVICE ASSOCIATE | 10/2021 – 11/2021**

**Overall Purpose:** Responsible for assisting customers with inquiries related to a company's products and services.

- Assisted selling processes to customers and escalated issues to the relevant teams for follow-up.
- Coordinated information to customers browsing the website during store discovery, order, and checkout and also included after-sales support.
- Performed phone conversations with customers to answer their questions, provided information, and advised them.
- Handled special requests and complaints of customers.
- Collected and stored useful data within the backend system.
- Ensured follow-up through emails, phone, or any required means.

**OTHER POSITIONS HELD**

- ❖ Team Lead | Sunrise Creameries | 03/2020 – 08/2021
- ❖ Front Office Administrator | RCM College | 02/2018 – 12/2019
- ❖ Attaché | Pumwani Maternity Hospital | 10/2017 – 01/2018
- ❖ Relief Secretary | Bupro Consultants Limited | 08/2018
- ❖ Librarian | African Institute of Research & Development Studies (AIRADS) | 03/2017 – 09/2017
- ❖ Saleslady | Babystyles, Shoppers Paradise, Nakuru | 01/2014 – 01/2016

**PROFESSIONAL AFFILIATIONS**

Registered Dietetics Technologist | Kenya Nutritionist and Dietitians Institute (KNDI)

**REFEREES**

**MR. JAMES MWANGI**  
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