

# Wendlyn Mbivya

✉ wendy.rockwell88@gmail.com    📞 +254102653232

## Profile

Highly motivated and customer-focused Customer Service Representative and sales executive ith 3 years of experience in retail environments. Possess excellent communication and problem-solving skills, as well as a positive and engaging personality. Seeking a role where I can use my skills to provide exceptional service and contribute to the growth of the company.

## Education

Diploma in marketing, advertising and public relations	Jan 2011 – Dec 2013
Kenya Sign language training program; Certificate of Kenya sign language interpreting; Certificate of Kenya sign language	Jan 2011 – Jun 2012
University of Nairobi; Kenya institute of Special Education	
'O' levels	Jun 2010
St .Lawrence Secondary Girls School	
Kenya certificate of Primary Education	Jun 2006
Machakos Primary School	

## Employment

Customer service representative	Jan 2022 – Jan 2024
MAJOREL KENYA.	
* Listen to customers' concerns, issues and questions	
* Resolve customers' concerns and answer customers' questions to your best ability	
* Maintain a positive attitude and calmly respond to customers' complaints	
* Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise	
* Recommend possible products to meet the customers' needs	
* Refer issues and questions to managers if necessary	
* Prepare product and customer reports by gathering data collected during customer interactions	
* Making calls, emails, chats to relate with clients	
Content moderator	Jan 2022 – Sep 2022
TRANSCOOPER TECHNOLOGY KE LIMITED.	
* Ensuring that all content is compliant with industry standards and best practices	
* Conducting research to identify potential sources of information for	

## Personal details

Nationality  
Kenyan

## Skills

database analysis
communication
hard work
committed
positive attitude
competent individual
minimum supervision
team spirit
team work
Active listener
Persuasion
Writing skill
Problem solver

## Languages

English

the contents

- \* Reviewing the content to ensure that it is consistent with the company's mission statement, brand identity, and voice.
- \* Evaluating the appropriateness of images and other multimedia elements in the piece.
- \* Identifying styles and formats that might be appropriate for different types of content.
- \* Revising content to meet audience needs by adding or removing material.
- \* Placing of hashtags in the required content reviewed .
- \* omitting irrelevant words or content and placing it in the best category it fits in .

## SALES EXECUTIVE

Jan 2019 – Mar 2022

POSTBANK KENYA

Key responsibilities;

- \* setting up meeting with potential clients
- \* conducting new market research to identify sales possibilities
- \* making sure to get feedback from clients about the service and product provided
- \* participating on behalf of the company on conferences and forums
- \* creating reports and reviews on the sales given
- \* enable to close up deals and complaints
- \* working together to provide good team work.

## Trainee Dealer

Jan 2019 – Aug 2019

Afro luck investment limited (GAMING COMPANY) casino

- \* Open and close cash floats and game tables
- . \* Inspect cards and equipment to be used in games to ensure that they are in good condition
- . \* Apply rule variations to card games such as poker, in which players bet on the value of their hands.
- \* Stand behind a gaming table and deal the appropriate number of cards to each player.
- \* Adhere to company policies and federal and state regulations for smooth operations.
- \* Maintain game pace fast and smoothly by handling cards, chips, money, dice and other equipment efficiently.
- \* Ensure that every bet is within the maximum and minimum table limits.
- \* Exchange cash for tokens and chips.
- \* Report any unlawful act to the floor manager immediately.
- \* Create a lively gaming experience for players.
- \* Communicate to the floor manager regarding customer requests or disturbed situations which are not in the jurisdiction of the casino dealer for further action.

## Event hostess

Jan 2017 – Dec 2018

Jiji ventures EVENT COMPANY

- \* Providing attendees with programs or show guides of the situated event or meeting.
- \* Politely directing and escorting attendees to the forum site and helping them out in taking their respective seats. \* Setting the scene before the event to make sure everything is well prepared (DRY RUN) and allowing proper comfortability with enough exits during emergencies periods or circumstances. \* Supervision of food and drinks by ensuring that they are plentiful and enabled to last during

Sign Languages

Swahili

## Hobbies

- Writing
- Reading
- Traveling
- Learning New language

the event or meeting uphold without any shortages.

- \* Registration of the attendees before the meetings or event for clarification and identification and database analysis of the company hosting the event, this also helps in security purposes as well as feedback production after the accuracy of the event.

- \* Intake a marketing survey on the customers/clients who are the attendees on the product or forum dealt on during the event/meeting by filling in questionnaires in response to the organization (feedback).

ADDITIONALLY; dealt with RSVP CALLS \* Calling on clients/customers/attendees to make sure they respond back to their invitation given about the event which is to take place.

- \* Giving more information to the client/attendees about the forum if necessary.

- \* Getting response from the clients for the organization for how the event/forum was like.

### **Sales representative**

Jan 2012 – Dec 2012

Hasbah Kenya limited

Promoting their products

- \* Direct communication with the customers where we mostly talk about the products and services offered by the organization.

- \* Working towards the attainment of the interest and attention of the customers. For this purpose, we attend to the queries of the customers and promote the products. They give us useful feedback related to various sales opportunities in the public market.

- \* Product Demonstration of the product by which Ambassadors give a suitable demonstration of the working of the services and products. ( distributing free product samples to the customers

- \* Pushing sells on the product by convincing customers to buy

- \* Filling a data worksheet on the amount of product sold at each day

- \* Ensure the customers fill a questionnaire