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Professional Summary

Dedicated and results-oriented customer service professional with 3 years of experience in delivering unparalleled support and satisfaction to clients across diverse industries. I am adept at managing high-volume inquiries, resolving complex issues, and fostering positive relationships to ensure exceptional customer experiences. I am Proficient in utilizing Microsoft office and other MIS Systems, leveraging strong communication skills, and demonstrating empathy to exceed customer expectations consistently. I have Proven track record of achieving high customer satisfaction ratings, reducing response times, and enhancing operational efficiency. Committed to continuous improvement and staying abreast of industry trends to deliver innovative solutions and drive business success. Passionate about providing personalized service and making a meaningful impact on customer retention and loyalty.

Work Experience

Data Operator and Customer Services
De Merger Merchants, Nairobi, Kenya
12/2020 – 01/2024

- Processed 100+ transactions/day with 99% accuracy, boosting customer satisfaction by 95% and increasing referrals by 30%.
- Developed and implemented new data entry procedures, resulting in an 85% increase in accuracy and a 40% reduction in processing time.
- Collaborated with the data analysis team to troubleshoot discrepancies, improving data quality by 50%.
- efficiency and customer satisfaction.
- Ensured accurate and thorough documentation of customer interactions in the CRM system, with a target of logging 100% of customer interactions within 24 hours.
- Achieved a quality assurance score of 90% or higher based on evaluations of customer interactions, demonstrating adherence to company policies and delivering high-quality service.

- Successfully troubleshoot and resolve an average of 10 technical issues per day, demonstrating proficiency in technical support and problem-solving skills.
- Completed a minimum of 10 hours of training annually to enhance product knowledge, customer service skills, and proficiency in relevant tools and technologies.

IT Support
Ligent Informat Networks, Nairobi, Kenya
01/2017 – 11/2020

- **Troubleshooting Technical Issues** : Achieved an 85% resolution rate for reported technical issues within SLA timelines, resulting in improved user satisfaction and productivity.
- **Providing Technical Assistance** : Reduced average response time for user inquiries by 30%, resulting in faster problem resolution and increased user productivity.
- **Installing and Configuring Hardware and Software** : Successfully deployed and configured 100+ workstations and peripherals within project deadlines, ensuring seamless integration and functionality for end-users.
- **Maintaining IT Infrastructure** : Implemented proactive monitoring systems that reduced system downtime by 20% and increased overall system reliability.
- **Managing User Accounts and Access** : Streamlined user account management processes, resulting in a 40% reduction in access request turnaround time and improved user access efficiency.
- **Providing Training and Documentation** : Developed comprehensive training materials and conducted bi-monthly training sessions, resulting in a 25% increase in user proficiency and reduced support tickets related to user errors.
- **Ensuring Data Security and Backup** : Implemented data encryption protocols and regular backup procedures, reducing the risk of data breaches by 50% and ensuring data availability in case of emergencies.
- **Responding to IT Incidents** : Reduced mean time to resolution (MTTR) for critical incidents by 40%, minimizing business impact and ensuring uninterrupted service delivery.
- **Monitoring System Performance** : Implemented performance monitoring tools, leading to a 15% improvement in system efficiency and proactive identification of potential issues before they impact users.

Sales Executive / Customer Services
Jubilee Insurance, Nairobi, Kenya
02/2015 - 11/2016

- Maintained a customer satisfaction rating of 90% or above based on post-interaction surveys or feedback forms.

- Successfully manage an average of 50 customer inquiries per day via phone, email, or chat, ensuring timely responses and resolutions.
- Resolved 80% of customer issues during the initial interaction, minimizing the need for escalations and follow-up contacts.
- Adhered to company standards by responding to customer inquiries within 24 hours or less, ensuring prompt and efficient service delivery.
- Successfully up sell or cross-sell additional products or services to 20% of customers during interactions, contributing to revenue growth and maximizing customer value.
- Implemented strategies to reduce average customer wait time by 20%, improving overall efficiency and customer satisfaction.
- Ensured accurate and thorough documentation of customer interactions in the CRM system, with a target of logging 100% of customer interactions within 24 hours.
- Achieved a quality assurance score of 90% or higher based on evaluations of customer interactions, demonstrating adherence to company policies and delivering high-quality service.
- Successfully troubleshoot and resolve an average of 10 technical issues per day, demonstrating proficiency in technical support and problem-solving skills.
- , fostering positive relationships and loyalty.

Data Entry Operator
CT - OVC Department Of Children's Services, Nairobi, Kenya
11/2009 – 12/2014

- Organized and sorted data, ensuring accessibility and usability for the team.
- Updated and maintained records, ensuring data accuracy and completeness.
- Retrieved data from various sources, providing timely and accurate information to support business operations.

Skills & Competencies

- **Communication Skills:** As demonstrated in my previous roles, I possess strong verbal and written communication skills, which are essential for effectively engaging with customers and conveying information clearly and empathetically.
- **Active Listening:** I have a proven track record of active listening, allowing me to understand customer needs and concerns fully. This skill enables me to provide tailored solutions and ensure customer satisfaction.
- **Empathy:** My empathetic approach to customer interactions enables me to build rapport quickly and establish trust. I understand the importance of putting myself in the customer's shoes to provide compassionate support.
- **Problem-Solving:** With my strong problem-solving skills, I am adept at analyzing complex issues and identifying practical solutions. This ability has enabled me to resolve

customer inquiries efficiently and effectively, contributing to high customer satisfaction ratings.

- **Adaptability:** I thrive in dynamic environments and am adaptable to changing customer needs and business requirements. My flexibility allows me to adjust quickly to new processes or procedures, ensuring seamless transitions and minimal disruption to customer service delivery.
- **Attention to Detail:** My keen attention to detail ensures accuracy in documentation, order processing, and customer interactions. I understand the importance of maintaining data integrity and strive for precision in all aspects of my work.
- **Teamwork:** I value collaboration and teamwork, recognizing the importance of working cohesively with colleagues to achieve shared goals. My ability to collaborate effectively enhances team dynamics and contributes to a positive work environment.
- **Continuous Learning:** I am committed to ongoing learning and professional development, staying abreast of industry trends and best practices in customer service. This dedication enables me to continually enhance my skills and adapt to evolving customer needs.

Education

Diploma in Information Technology
Kenya Technical Teachers College, Nairobi, Kenya
01/2007 - 09/2009

- Principles of Operating System
- System Analysis and Design
- Programming in C, C++, VB, Java, JavaScript, PHP, HTML, SQL, MYSQL
- Trade Project

Kenya Certificate of Secondary Education
The Philips Academy, Muranga, Kenya
01/2002 - 11/2005