



Call Centre Agent.

**LAURAH
ACHIENG
AMAKOBE**

CONTACTS

Email: achilamako@gmail.com

Phone:+971557558547

Address: Dubai, UAE
Visa Status: Visit Visa.

SKILLS

- Excellent Communication Skills
- Active Listening
- Customer Service Orientation
- Problem-Solving and Conflict Resolution
- Call Handling and Telephone Etiquette
- Multitasking and Time Management
- CRM Software Proficiency (e.g., Zendesk, Salesforce, Freshdesk)
- Data Entry and Documentation
- Team Collaboration

LANGUAGES

English: Proficient

Swahili: Proficient

Germany:

Conversational

Professional summary

Highly motivated and customer-focused Call Centre Agent with proven experience in delivering exceptional customer service in fast-paced environments.

Work Experience

Call Centre Representative

CCI Kenya

November 2022-May 2024

Duties and Responsibilities

- Manage high-volume inbound and outbound calls, assisting customers with product inquiries, service activations, and issue resolution.
- Utilize CRM software to log and track customer interactions, ensuring accuracy and timely follow-ups.
- Resolve customer complaints and escalate complex issues to relevant departments for resolution.
- Achieve monthly performance targets, including customer satisfaction and call resolution metrics.
- Provide product and service information to customers while promoting additional services and upselling where applicable.

Customer Service Agent

Devkan Enterprises (FMCG)

July 2021- September 2022

Duties and Responsibilities.

- Responded to inbound calls from clients regarding insurance claims, policy renewals, and premium payments.
- Assisted clients in understanding policy terms, processing claims, and updating account details.
- Escalated complex insurance cases to senior management while maintaining clear communication with the customer.
- Recorded call details and followed up on unresolved issues, ensuring a smooth customer experience.
- Consistently exceeded daily call handling and customer satisfaction KPIs.

Education

High School Education: Eregi Girls High School