



## Nancy Kimondo

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### Objective

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

### Experience

- **TVG Global Events Expo 2020** October 2021 - March 2022  
Customer Service Officer
  - Identify and assess customers' needs to achieve satisfaction
  - Build sustainable relationships and trust with customer accounts through open and interactive communication
  - Maintaining solid customer relationships by handling questions and concerns with speed and professionalism
  - Provide accurate, valid and complete information by using the right methods/tools.
  - Meet personal/customer service team sales targets and call handling quotas.
  - Resolving customer complaints, managing database records, drafting status reports on customer service issues.
  - Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
  - Follow communication procedures, guidelines and policies.
  - Take the extra mile to engage customers.
- **Tamba Brand Ltd** Jan 2019 - Dec 2019  
Customer Service
  - Making sure customer queries are solved.
  - Calling customers to make sure they their products have been delivered on time.
  - Replying to customers via email and online chat boxes.
- **Chaya Investment Company** Jan 2016 - Dec 2018  
Sales Representative
  - Planning and developing sales strategies to achieve monthly target.
  - Making sure the store is organised and clean.
  - Receiving calls and bookings for customers who need birthdays, weddings, anniversaries and office events.
  - Receiving cash from tje customers who have made the bookings and taking a record of the same.

### Education

- **Kenya Institute of Management**  
Diploma In Business Management Credit 2016
  - **Kenya Institute of Management**  
Certificate In Business Management Credit 2013
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