



MARY WAIRIMU

Professional Summary

I am a Customer Service Representative with over 3 years experience with extensive knowledge in Providing Exceptional Customer experience to exceed customer's Expectations. Currently working as a Customer Service Representative/ Call Center Agent.

Work Experience:

Call Center Agent/ Customer Service Representative - Trittech Liquidity Software Solutions

December 2019 - To Date

- Handling inquiries, sorting and distributing emails
- Handle customer complaints,
- Provide appropriate solutions and alternatives
- Provide customers with correct and accurate information
- Keep customer interaction records
- Respond to all customer queries on email and all social platforms i.e Facebook, Instagram, Twitter, Live Chat, WhatsApp & Skype
- Conduct outbound calls with potential clients
- Provide customers with accurate information on company products and services
- Receive incoming calls

Front Office – Call Center Agent – Multichoice (DSTV) Kenya

January 2018 - September 2019

Having joined the team, I have assisted in establishing a strong team by;

- Proper answering of calls and availing information to relevant parties with etiquette.
- Manage incoming and outgoing calls



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Dubai, Jumeira 1

Skills

TECHNICAL

- Opera (PMS)Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word
- Hubspot/Tidio/Live Chats

PROFESSIONAL

- Email
- Front office administration
- Listening
- Proofreading
- Phone operation
- Social media
- Complaint Resolution
- Inbound & Outbound Calling

Education

2014

JOMO KENYATTA UNIVERSITY

Degree: Business with Information Technology

- Access and identify customers needs to achieve customer satisfaction
- Handle customer complaints, provide appropriate solutions and alternatives
- Keep record of customer interaction
- Meet company targets
- Writing and responding to emails
- Address customers Queries
- Update customer Information and add new customers on the company's CRM
- Handling inquiries, sorting and distributing emails
- Making Follow up calls on customers
- Preparing and Sending Invoice/Quotation/Pf to customer
- Upgrade and downgrade accounts

Through Cross-training for a Receptionist position I managed to;

- Ensuring a clean and hygienic work place is maintained.
- Answering and forwarding phone calls
- Greeting and welcoming customers
- Screening phone calls
- Check staff availability to book and Schedule for meetings

Call Center Agent - Star Times Media - Kenya

December 2015- December 2017

- Managing large amounts of incoming and outgoing calls
- Resolve customer complaints via phone
- Upgrade or downgrade accounts.
- Verify account information.
- Take payment information and carrying out payment reversals
- Escalate and identify priority issues to the relevant department
- Follow communication procedures, guidelines and policies
- Identifying Customers 'needs to achieve customer satisfaction
- Provide customers with correct and accurate information
- Keep customer interaction records
- Provide Technical procedures to solve customer complains

