

# BARNABAS KAMAU NYAMBURA

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## CAREER PROFILE SUMMARY

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A proactive individual highly competitive and self-motivated into fulfilling set objectives in life. Crafts innovative solution to persistent problems and incorporates teamwork for better solution and resolution thus desirable results. To add on this, I have acquired skills in writing especially engaging in the poetry arena and communication with people through customer service relation training and years of interaction thus well exposed to deal with people. Moreover, I am also an excellent supervisor proficient in managing operations and a good team leader.

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## EDUCATION BACKGROUND

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- O-level

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## KEY SKILLS AND COMPETENCIES ACQUIRED

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- **Communication-** communicates very well both orally and in writing and I am fluent in English, Swahili . I possess excellent presentation and public speaking skills. Given the exposure in my line of work, I've been able to relate well with everyone in confidence and in an accommodating manner.
- **Writing skills-**I possess an ability in writing which is unique this is proven by the poems I have written.
- **Customer Relations Management:** Adept with managing customer service operations and providing proactive customer engagement through reviewing customer issues and proactively recommending solutions tailored to suit their needs.
- **Relationship Management:** Ability to establish and facilitate the growth of strong relationships with current and potential clients by interacting with them through presentations and one on one interactions to meet their needs.
- **Leadership and Supervision:** Experienced in ensuring that employees work towards ensuring compliance and professionalism in order to improve and maintain service delivery.
- **Administration skills:** I am proficient in handling administration duties some of which I have been entrusted in maintaining office systems, including filing and facilitating stock operations.
- **ICT Competence:** Good command of Microsoft Office tools, the Internet and Emails.

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## WORK HISTORY

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### Assistant Customer Service Supervisor

Java House Africa; June 2019 to Date

#### Duties and Responsibilities:

- Ensuring the customer and staff relations are at par as to the high standards set and well accommodating the customers.
- Responsible for performing daily operations of the business branch.
- Carrying out constant communication with the head office staffs and also customers through e-mails and phone calls on daily basis on various updates of the operations and also for any clarification that may be required.
- Conducting internal audits of the systems in place.
- Responsible for maintaining a good working environment in the business premises by ensuring the workplace is well equipped and also issuing proper working equipment to all staffs.
- Performing the end of day stocks and also end of month stocks to ensure proper reconciliation of revenue reports at the end of the month.
- Communicating with other departments and management to resolve operational problems.
- Being able to place orders for the missing items from both internal and external suppliers.

- Ensuring the items are delivered in good condition and same quantities as the one indicated in the invoices and also delivery notes.
- Inspecting the work place, staff and product processes to ensure that they adhere to the ISO standards and guidelines to ensure efficiency in the workplace.
- Preparing Imprest /petty cash monthly for re-imbursement for all items purchased throughout the month and also updating the license checklist.
- Working with the maintenance team to ensure all equipment in the workplace is serviced and well maintained.

### **Customer Service Associate**

**Java House Africa; September 2018 to June 2019**

#### **Duties and Responsibilities**

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- Ensured production was done according to the procedure and by following the standard operating procedure.
- Took care of customers and operations of micros at the point of sale.
- Guided customers on the procedure of acquiring our products.
- Took points of customers concerns, suggestions or ideas.
- Provided the customer with the relevant information of our products.
- Passed the customers concerns to the Manager.

#### **KEY ACHIEVEMENTS**

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- Successfully promoted from being a Customer Service Associate to an Assistant Customer Service Supervisor.

#### **HOBBIES**

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- Poetry
- Cycling
- Reading.

#### **REFEREES**

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Damaris Waweru Kanuthu  
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