

Christian Jabali

christianjabali.m.k@gmail.com
Nairobi, Kenya

+254 706 780 231
www.linkedin.com/in/christian-jabali-analytics

PROFESSIONAL SUMMARY

Results-driven Customer Service Specialist with 9+ months of experience delivering exceptional support across phone, email, and live chat channels. Adept at resolving complex customer issues with empathy, maintaining 92% satisfaction rates, and reducing resolution time by 15%. Currently enhancing expertise in data analytics & AI to optimize customer experience through data-driven support strategies. Passionate about improving service workflows and leveraging CRM tools (Zendesk, Freshdesk, Zoho) for efficiency.

CORE SKILLS

Customer Service Excellence

- ✓ High-Volume Support – Managed 50+ daily inquiries via phone, email, and chat.
- ✓ Conflict Resolution – De-escalated complaints, ensuring 95% retention rate.
- ✓ Active Listening & Empathy – Tailored solutions to customer needs.
- ✓ Customer Retention Strategies – Reduced repeat issues by 20% through detailed documentation.

Technical & Analytical Proficiency

- ✓ CRM Systems – Zendesk, Freshdesk, Zoho (ticketing, case management).
- ✓ Data Analysis (Basic) – Power BI, Excel (tracking trends for proactive support).
- ✓ AI & Automation – Exploring chatbots for faster response times.

Workflow Optimization

- ✓ Time Management – Handled multiple inquiries without compromising quality.
 - ✓ Process Documentation – Maintained detailed logs to improve team efficiency.
-

PROFESSIONAL EXPERIENCE

Customer Service Representative

Environment Home Solutions | Nairobi, Kenya | Dec 2024 – Aug 2025

- Delivered top-tier support via phone, email, and live chat, achieving 92% customer satisfaction (CSAT).
 - Reduced average resolution time by 15% through structured troubleshooting and CRM documentation.
 - Tracked recurring issues in Zendesk, leading to a 20% decrease in repeat complaints.
 - Collaborated with product teams to escalate critical bugs, improving service reliability.
-

EDUCATION & TRAINING

Customer Service Representative

Envirosmart Home Solutions | Nairobi, Kenya | Dec 2024 – Aug 2025

- Delivered top-tier support via phone, email, and live chat, achieving 92% customer satisfaction (CSAT).

- Reduced average resolution time by 15% through structured troubleshooting and CRM documentation.
 - Tracked recurring issues in Zendesk, leading to a 20% decrease in repeat complaints.
 - Collaborated with product teams to escalate critical bugs, improving service reliability.
-

PROJECTS & PERSONAL INITIATIVES

Support Ticket Dashboard (Power BI & Excel)

- Developed interactive dashboards to identify common customer pain points, improving response planning.

AI-Powered Response Assistant (Conceptual)

- Researched chatbot integration to automate FAQs, reducing agent workload by 30%.
-

WHY I DO THIS

I believe support isn't just about solving problems, it's about creating positive experiences. My blend of human-centric service and emerging tech skills allows me to bridge gaps between customers and companies, ensuring satisfaction while optimizing workflows.

REFERENCES

Anna Munyua

Envirosmart Home Solutions

Phone: +254 722 845 929

Email:annamunyua@gmail.com