

Full Name: Faith Wanjiru Mwangi

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Location: Nairobi, Kenya

Profile Summary

Dedicated and customer-focused professional with a background in Information Communication Technology and a proven track record in customer service. Equipped with strong communication, leadership, and technical troubleshooting skills. Self-driven, dependable, and able to work effectively with minimal supervision while delivering high-quality service and meeting deadlines.

Professional Experience

Call Centre International (CCI)

Customer service Executive. (2024- May 2025)

Duties and Responsibilities

- Responded to high volumes of customer inquiries via phone, email, and chat with an average 95% satisfaction rate.
- Resolving customer queries, concerns, and issues efficiently and effectively to ensure customer satisfaction.
- Consistently meet and exceed performance metrics including average handle time and satisfaction scores.
- Demonstrated strong active listening skills and empathy to identify and resolve customer issues efficiently
- Adherence to Policies and Procedures that is following company policies and procedures while handling customer interactions, ensuring compliance with regulations and standards.
- Identifying opportunities to upsell or cross-sell products or services to customers based on their needs and preferences.
- Staying updated with product/service information, company policies, and industry trends through training sessions and self-learning initiatives.

- Recognized as "Best QA Agent" multiple times for performance and service quality.

One World Technology – Nairobi

Job Title - Sales Representative./ IT Assistant (2022-2023)

Duties and Responsibilities

- Present, promote and sell products to our esteemed customers.
- Reach out to customer leads through cold calling.
- Assisting in Computer Repairs and Troubleshooting
- Coordinate sales effort with team members and other departments
- Installing software or hardware.
- Supported clients with basic software and hardware troubleshooting, improving issue resolution time by 20%.

Mombasa Computers – Nairobi

Job Title - Sales Representative / IT assistant (2019-2022)

Duties and Responsibilities

- Selling products and services using solid arguments to prospective customers.
- Clarifying customers' and clients' requirements and recommending the appropriate products
- Maintaining sales records and negotiating contracts.
- Maintaining and repairing equipment. Troubleshooting different computer issues.
- Repairing or replacing damaged hardware.
- Logged service tickets, tracked recurring issues, and improved knowledge base documentation.

Nairobi City Water and Sewerage Company (NCWSC)

Job Title - IT Intern (2018)

Duties and Responsibilities

- Assisting in Installation, updating and maintenance of antivirus and software updates and management of malware.
- Managing and directing members of staff on any IT related issue
- Repairing operating systems and performing data recovery .
- Installation of drivers and application software and malware cleaning.

Education

Diploma in Information Technology

Thika Institute of Business Studies
Graduated 2018

Key Skills

Excellent verbal and written communication

- Problem-solving and conflict resolution
- Active listening and empathy
- Customer relationship management
- CRM tools (eg Zendesk, Freshdesk - familiarity)
- Patience and professionalism
- Adaptability and quick learning
- Live chat, phone, and email support
- Technical support & troubleshooting

Languages

- English - Proficient
- Swahili – Proficient

Referees

1. Joshua Kamau

Thika Institute of Business Studies

P.O Box 321 – 01000 Thika

Tel:- 0721 529 289

2.CCI Kenya

www.cciglobal.com

Nairobi

3.Peter Karuma

Mombasa Computers

sales@mombasacomputers.com

4.Alex Karanja

One World Technology

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Nairobi

5. Hassan Hussein

Nairobi City Water and Sewerage Company

P.O Box 30656

Nairobi