

Chris John Gachuhi

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PROFILE

I am a Self-Motivated and Hardworking person with a proven track record of achieving KPI's and going the extra mile to help achieve team goals. I have a passion for technology and I will leverage my problem-solving, analytical and interpersonal skills; and build upon my 4+ years of Customer Service and Business Development Experience in my transition into the Tech space.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER TECHNOLOGY

Jomo Kenyatta University of Agriculture and Technology
Sep 2012 – Jun 2017

SKILLS

Cross-functional Collaboration, Ability to Provide Mentorship, Internal and External Relations, Project Management, Customer Requirement Analysis, Customer Experience Delivery, Project Planning & Prioritization, Tools & Technologies (SaaS Applications, HTML, CSS, MS Office, Cisco Packet Tracer, Cisco IOS, Google Suite, Huawei VRP)

REFERENCES

Wexham Muimi, Network Engineer,
SYBYL Limited
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Joseph Thuita, GreenLeaf Insurance
jmaina@gleafinsurance.com,
+254722313284

Enock Ahomo, Business Analyst,
First Derivatives
eahomo@firstderivatives.com,
+1(613)8697342

PROFESSIONAL EXPERIENCE

Business Development Manager

First Parahelio Enterprise

Dec 2019 – present

- Resolved over 100 customer complaints per week, communicating with customers via multiple channels.
- Tracked KPIs for each team and monitored weekly customer satisfaction reports consistently exceeding target satisfaction ratings.
- Collaborated with team members to identify creative solutions for customers.
- Utilized POS back end and calendar applications to organize and track business metrics, and compiled them into weekly reports for management.

Customer Service Representative

New Sanhard Enterprise

Aug 2017 – Nov 2019

- Responded to 30+ clients per day, answering questions and solving disputes as they arose.
- Demonstrated written communication skills by revamping customer service scripts, increasing customer satisfaction by 40%
- Led brainstorming sessions with team members to improve customer satisfaction metrics and introduce IT systems to the company.

ICT Intern

Rangechem Pharmaceuticals

Feb 2016 – Mar 2016

ICT Intern

Swivel Marketing

Jul 2014 – Sep 2014

CERTIFICATES

Computer Network

iLearningX.Huawei.com

Computer Networking

iLearningX.Huawei.com

Software Development

Alxafrica.com

PERSONAL PROJECTS

Website Development Consultant

Assisting a growing company in setting up a responsive website that solves the hassle of acquiring services in Kenya from their web application, through user testing in their Alpha Testing Phase.

Hello Chef Website Development