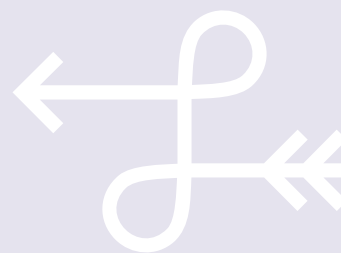


CUSTOMER CARE AGENT/ QUALITY ANALIST.

# HUSNA MARORO

Inspire to provide quality customer service  
and satisfaction to all my customers.



## Education

Certification as a call center agent under CCI. AUGUST 2021

Certified under Shutterfly family of brands, cci-kenya, Nairobi Kenya.

- Effective communication skills
- Empathy and emotional stability

International Computer Driving License (ICDL)- JULY 2018

Kenya Certificate of secondary school – 2014-2017

## Experience

Shutterfly family of brands-cci October 2023 till present.  
Kenya. Customer care agent.

1. Handle daily routine and processed issues related to the project Assist in the production of training, documentation and reporting
2. Resolved routine administrative and process issues referring to complex issues such as handling resolution issues related to customer satisfaction measures
3. Maintain project's documentation (hard copy and online) including records and files, ensuring safekeeping of confidential materials
4. Maintain project's drive and ensure adequate and complete project knowledge Supported administration

## Contact

Phone

+254-759-259-760

Address

Ngong rd, Nairobi, kenya

Email

gracedrewwwy@gmail.com

## SKILLS

Active listening

I have excellent

communication skills which

are not limited to written,

presentation and verbal skills.

I bring forth a unique set of

skills that prioritize knowledge

delivery as well as techniques

to deliver an instructional

of all project activities and enabled proper project reporting to the client.

5. Used electronic systems and technology tools to initiate work and share information with projects, such as salesforce, InContact, and Microsoft.

Lifetouch Prestige- cci kenya

August 2021-October 2023.

1. closed 35+ live chats a day, typically while the customer remained on the line.
2. answered 50+ inbound calls daily and found a unique solution to each issue
3. Scheduling and managing client appointments in Google Calendar and FOW.
4. Email management and email etiquette skills in Gmail and Outlook.
5. Exceptional Time Management and Organizational skills

Golden Marketing.

September 2019-July2021

Main responsibility was to add revenue to various companies through brand awareness and add sales. My roles predominately consisted of customer care, pushing sales and acting as a liaison between the company and the customers.

presentation to help deliver a specific subject matter.

## Career Objectives

Adaptable professional with 2 years of work experience and proven knowledge of leadership, problem-solving, and workflow prioritization. Aiming to leverage my abilities to successfully fill the customer care agent role. I am a detail-oriented professional with excellent communication, interpersonal and creative thinking skills, aiming to leverage my abilities to successfully fill this vacancy. I am frequently praised as hardworking. I can be relied upon to achieve goals set to better drive the company's goals towards a more inclusive and professional lot.