IMMACULATE WANJUGU KAMUNYA

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PROFESSIONAL PROFILE -

Driven by a deep commitment to elevating organizational efficiency and executive support, my extensive background in high-level administrative roles demonstrates an aptitude for exceeding operational goals. With proven success in optimizing workflow and enhancing departmental communications, excitement for contributing to the company's mission resonates strongly. My skills in managing complex projects and an exceptional track record in customer experience and satisfaction align closely with delivering outstanding support and achieving strategic objectives.

COMPETENCIES -

Office Administration | Customer Experience | Customer Satisfaction | Report Writing | Project Coordination |
Customer Relationship Management (CRM) | Data base Management | Analysing | Relating and Networking | Detail
Oriented | Organizational Skills | Technology Savvy |

CAREER SUMMARY -

Executive Assistant to the Chief Operating Officer and Chief Risk Officer SBM Bank Kenya

Nov 2023-Present

KEY HIGHLIGHTS

- Achieved 90% client satisfaction rate by proactively addressing inquiries and delivering exceptional service.
- Improved departmental productivity by 25% by integrating innovative workflow automation solutions.
- Organized over 30 executive meetings quarterly, facilitating communication across cross-functional teams.
- Reduced operational costs by 15% through optimized scheduling and resource allocation strategies.
- Coordinated logistics for 25 international business trips for C-level executives.
- Stakeholder management acting as the primary liaison for internal and external communications on behalf of the COO and CRO.
- Boosted operational efficiency by 20% by streamlining communication channels between departments.
- Improved meeting efficiency by 30% through implementation of new coordination tools.
- Corporate governance through preparation, compilation and timely delivery of high-quality board papers.

Quality Assurance and Front Office Officer SBM Bank Kenya

Mar 2023-Oct 2024

KEY HIGHLIGHTS

- Delivered accurate and relevant information to customers about SBM Bank's products and services, consistently
 exceeding customer expectations by addressing queries, concerns, and complaints in a friendly and solutionoriented manner.
- Collaborated with stakeholders to identify and eliminate inefficiencies in customer service processes, successfully reducing customer pain points and enhancing overall service delivery.
- Prepared accurate and timely quality assurance and front office reports, providing insights into performance across service touchpoints to support informed business decision-making.
- Maintained zero complaints and consistently received excellent customer feedback from both internal and external customers, ensuring high levels of customer satisfaction.
- Conducted monthly audits of the CRM scoring tool across all branches, ensuring timely resolution of customer issues within the established turnaround time (TAT).
- Conducted weekly reviews of open CRM cases to ensure compliance with CBK prudential guidelines on customer issue resolution and response times.

KEY ACHIEVEMENTS -

- Recognized as the Strategy Steering committee secretary that conducted in-depth research and developed the Strategy Plan for 2022-2024.
- Exceeded personal goals as in charge of cascading the outstanding strategy to the Customer Experience Department for implementation.
- Cultivated loyalty, reduced arrears by 60%, and leveraged the growth of loan book by 15 million, i.e. 17 new customers.

L Customer Experience Officer

Mar 2021 -Feb 2023

Springboard Capital Ltd

KEY ACHIEVEMENTS

- Achieved and consistently improved the net promoter score from 14% to 40% and facilitated NPS measures for existing customer loyalty in the organization.
- Scaled efforts for supporting Customer Experience Coordinator in all processes and phases of formulating customer journey framework for the company's productivity.
- Led in standardized complaint management and resolution turnaround time to 1.3 days per resolution with minimum of 3 days average microfinance call centres.
- Improved defining and formulation of Service Level Agreements and Know Your Processes Procedures for the customer service department for effectiveness.
- Scheduled training programs to facilitate personnel performance on customer service skills for all the staff to register full potential in buy-in of the Service Level Agreement and procedures for customer service excellence.

KEY HIGHLIGHTS

- Strategize mapping out customer journey and emphasize exceptional management to customer operations across the organization units, registering strong customer retention.
- Comply with customer experience policies, standards, processes, and procedures; practice monthly webinar moderation on various communication channels to build customer confidence.
- Overhaul customer engagement with current and potential customers which create efficiency in resolving complaints within the preferred time of the organization.
- Provide exceptional customer service to retain current customers and fashion active customer support to ensure maximum security and confidentiality of customers' assets.
- Preserve customer information by updating customer interaction on the CRM and completing closure as per the service level agreement for high efficiency.
- Raise the profile of internal customer experience by enhancing departmental service, improving customer experience level and proactively responding to customer needs.

Assistant Office Administrator

Aug 2020 — Dec 2020

Institute of Customer Experience Kenya

KEY ACHIEVEMENTS

- Surpassed formal procedures that involved organizing activities for Customer Service Week 2020 for CX-oriented companies to incorporate and implement relevant practices.
- Served as a member of portfolio growth from 300 to 350 members and membership renewal for 18 corporates and 73 dormant members.

KEY HIGHLIGHTS

- Strengthened high level of positive service knowledge to effectively respond to customer complaints, delivering outstanding resolution and providing relevant customer education to improve customer satisfaction.
- Accomplished daily administration and office management duties by enhancing efficiency in operational requirements such as operational calls and itinerary services for senior management.

- Contributed to increasing revenue by identifying service gaps and customer needs for restructuring initiatives to provide efficient customer satisfaction.
- Researched member management to identify and update inaccurate and incomplete member information in the database system to maintain up-to-date customer records.

Registration Officer

Dec 2018 — Dec 2019

Refugee Affairs Secretariat

KEY HIGHLIGHTS

- Upheld and maintained accuracy in the registration process of Persons of Concern (POCs), Asylum Seekers and Refugees to provide any needed assistance for their resettlement.
- Executed daily functions of dispatching R1 forms to reduce the processing time for alien and refugee cards, assisting them during identification procedures and for efficiency.
- Preserved current knowledge of issuing documents such as manifest, mandate, asylum seeker pass, minor pass, and movement pass to refugees to create easy time in their movements.
- Honoured to serve in researching and preparing cases for Refugee Status Determination through comprehensive physical file review and conducting impactful interviews.
- Responded to assigned administrative tasks such as data entry, research, case analysis and file handling to work within the time base of refugee resettlement.

Customer Service Representative

Feb 2016 — Nov 2018

Lophis General Agency

KEY HIGHLIGHTS

- Uncovered customer complaints and needs about products and services while using the minimum time possible to make the best solutions in expediting the correction or adjustment.
- Grew existing customer accounts and opened new accounts, recording customer information to create customer satisfaction and reduce potential problems.
- Tailored positive communication to meet customer needs in facilitating financial accounts by processing customer adjustments and reducing the time taken for billing and invoice collection for effectiveness.
- Followed up with customers regularly regarding products and services through recommendations while sourcing customer information and analysing needs to improve retention rate.
- Processed detailed reports on products and services; recruited and on boarded new clients by courtesy in sales and marketing calls, emails, target messaging, social media, and client visits to maintain clients.
- Networked to reach more clients, building reputation as the key reference point for the company and demonstrated better practices for a consistent level of customer service.

QUALIFICATIONS —

- Certified Customer Experience Expert-Institute of Customer Experience.
- Certified member of the LuQu LuQu Tribe-United Nations High Commission for refugees.
- Certified Customer Journey Mapping Specialist-Brand Love South Africa.

- EDUCATION & CREDENTIALS -

Bachelor of Environmental Studies (Community Development) - Kenyatta University2014Certificate in Computer Packages - African Institute of Research and Development Studies2009Kenya Certificate of Secondary Education - Naromoru Girls Secondary School2008

— PROFESSIONAL TRAINING —

- Customer Journey Mapping by Brand love Customer Experience (Pty) Ltd.
- Foundation Customer Experience Master Class by Brand love Customer Experience (Pty) Ltd.

- Disability Mainstreaming at the Workplace and disability etiquette by National Council of Persons with Disability.
- Loan Portfolio Management by GEPS Consultancy.

— REFEREES —

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