

## **MY CURRICULUM VITAE**

### **Personal details**

- Name: Mary Wanjiru
- Email: [Kinyanjuiwanjiru177@gmail.com](mailto:Kinyanjuiwanjiru177@gmail.com)
- Nationality: Kenyan
- Language: English & Kiswahili
- Religion.: Christian
- Contact:0703401286

### **PROFILE**

#### **Personal profile**

A dedicated and customer-focused professional with a strong background in the call center industry. I thrive in fast-paced environments and excel at providing exceptional customer service. I have excellent communication skills and the ability to handle challenging situations.

My goal is to consistently deliver outstanding service to customers while ensuring their needs are met and their concerns are resolved efficiently. I am a team player who collaborates effectively with colleagues and management to achieve company goals and exceed performance targets

### **OBJECTIVES**

- To help organizations meet their objectives and goals through smart work.
- To be ready to work as a team for better performance
- Resolving customer issues, and driving performance to exceed targets and contribute to the success of the organization.

### **CAREER HISTORY**

#### **March –May 2023 AGAPE TECH ENTERPRISE SOLUTIONS**

#### **RESPONSIBILITIES**

- Respond to inbound customer calls, addressing inquiries and resolving complaints promptly and professionally.
- Assisted in the training of new customer service representatives.

- Collaborate with cross-functional teams to expedite issue resolution and improve customer satisfaction.
- Recognized for maintaining a positive and empathetic attitude while handling challenging customer situations.

### **April-July 2022- BAMBURI CEMENT**

- Listen attentively to customer concerns, complaints and satisfactory resolutions.
- Maintaining Customer Records: Update and maintain customer databases systems with accurate and up-to-date customer information.
- Receive and manage incoming calls from customers, contractors, or other stakeholders regarding inquiries, orders, complaints, or general information.
- Respond to customer inquiries, complaints, and requests via various channels (phone, email) in a timely and professional manner.

### **August -November 2021 GRIT INSTITUTE**

- Assisted in handling customer inquiries and troubleshooting product issues
- Collaborated with the support team to document and resolve technical problems.
- Provided product information and guidance to customers, ensuring a positive customer experience.
- Conducted follow-up calls to gather customer feedback and ensure satisfaction.

### **August-December 2017 SYM COMPUTING TECH**

- Computer packages

## **ACADEMIC QUALIFICATIONS**

### ***2019-2023 May Degree level***

BSc. Information technology

*Dedan Kimathi University of Technology Nyeri*

### **2015 – 2018: Secondary level**

Kenya Certificate of Secondary Education

Mean grade B-

*St marks girls' high school cherangany*

### **2006-2014; Primary level**

Kenya Certificate of Primary Education

Attained (338) marks

St Bakhita Academy

## **HOBBIES**

- Blogging
- Team Sports
- Volunteer Work
- Creative Writing

## **REFERENCES**

Hellen Wanini Mwangi lecturer,

Internet of things (IOT)

Dedan Kimathi University of technology Nyeri

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