**MY CURRICULUM VITAE**

**Personal details**  Name:Mary Wanjiru

Email:Kinyanjuiwanjiru177@gma com

Nationality: Kenyan

Language: English

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

**SKILLS**

* Microsoft office (word , excel)
* Database (firebase, Mysql)

**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.
* Eager to learn new technologies.

**CAREER HISTORY**

**May –July 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**.**
* Analyzing and interpreting data with key attention to details

**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.
* Collected on customer request and data for analysis

**August-December 2017 SYM COMPUTING TECH**

* Computer packages

**ACADEMIC QUALIFICATIONS**

***2019-2024 Aril Degree level***

BSc. Business 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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