



# CALEB MWANIKI

## Contact Information



+254742380195



mwanikaleb0@gmail.com



Nairobi, Kenya.

## Customer Service Leader

### PROFESSIONAL SNAPSHOT

Dedicated and customer-focused Customer Service Executive with over two years of experience delivering exceptional client service.

Proven ability to resolve customer concerns efficiently, improve business processes, and enhance overall service delivery. Skilled in effective communication, problem-solving, and fostering strong client relationships. Known for exceeding performance metrics and driving customer satisfaction.

### Language

- English (fluent)
- Swahili (fluent)
- Spanish (basic)

### Experience

#### Customer Service Executive

##### TopCart Kenya

November 2024 – Present

#### Pre-Launch Leadership (E-Commerce Startup)

- Building Scalable Support Infrastructure:
- Designed priority ticket taxonomy and escalation matrix to enable target of 90% Day-1 resolution (<2 hours) post-launch
- Developed streamlined CRM training modules projected to reduce agent onboarding time by 25%

#### Systems Testing & Team Building:

- Led UATs for customer-facing platforms (frontend, admin panels) and ERP integrations (Microsip, Odoo)
- Recruited and vetted 10+ customer service agents through competency-based CV screening

#### Customer Service Specialist

##### CCI Global Kenya

May 2023 – November 2024

#### Operational Excellence:

- Achieved 95% avg. CSAT (100+ daily tickets) by redesigning responses using empathy frameworks
- Ranked #1 in QA scores (98%) for 6 months via granular ticket audits & peer coaching

#### Process Innovation:

- Created Status Update Protocol that reduced escalations by 35%, adopted team-wide
- Trained 8 agents on conflict de-escalation, improving FCR (First Contact Resolution) by 20%



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## Customer Service Leader

### Skills

#### Industry Knowledge:

- Customer service best practices
- Process improvement and business optimization

#### Technical Skills:

- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint)
- Expertise in Customer Relationship Management (CRM) tools
- Basic knowledge of AI tools for business improvement

#### Soft Skills:

- Effective communication and active listening
- Problem-solving and conflict resolution
- Time management and multitasking
- Team collaboration and leadership

### Education

#### Chuka University

Bachelor's Degree in Food Science and Technology  
2016 – 2020

#### Nyanchwa Boys High School

KCSE Grade: B+ (2015)

- Served as Academic Captain, demonstrating leadership in fostering academic excellence among peers.

### References

#### Mr. Johnson Chomba Nguu

**Position:** Deputy Principal St. Michael - Kevote

**Phone:** +254 721 140 644

#### Mr. Nicholas Kimani

**Position:** Instacart customer service Team Leader (CCI Kenya)

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