

Louisa Ilamaha

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Delivering Excellence in Customer Service


Customer Service Professional | Expert in Client Relationships & Sales Growth | Experienced in Healthcare & Call Center Operations

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About Me




Hi, I'm **Louisa Ilamaha**, a highly motivated and results-driven Customer Service professional with a proven track record of exceeding expectations and delivering exceptional customer experiences. With over 6 years of experience in the industry, I specialize in building strong client relationships, resolving complex issues, and driving continuous improvement. Throughout my career, I have consistently demonstrated a passion for exceeding customer expectations. I've honed my skills in complaint resolution, relationship building, and customer retention. I thrive in fast-paced environments and excel at multitasking while maintaining a high level of attention to detail.

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Services




Customer Support

Providing responsive and efficient support to address customer inquiries and concerns.




Client Relationship Management

Building strong, long-lasting relationships with clients to foster loyalty and trust.




Customer Retention Strategies


Implementing strategies to improve customer satisfaction and retention rates.



Customer Experience



Sales Growth



Quality Assurance

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Customer Experience Improvement

Enhancing the overall customer journey with a focus on satisfaction and loyalty.




Sales Growth Strategies

Developing targeted strategies to drive revenue growth through enhanced customer service and retention efforts.




Quality Assurance

Ensuring that all customer interactions meet high standards of excellence and service quality.




Feedback & Survey Management

Gathering customer feedback to drive improvements and enhance customer




Team Training & Development

Training and developing customer service teams to deliver consistent and



Process Optimization

Streamlining customer service processes to improve efficiency and overall performance.



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Zuri Health

Market Expansion & Key Accounts


At Zuri Health, I played a pivotal role in expanding our market presence by successfully securing new key accounts. This effort not only increased our revenue but also strengthened our brand in a highly competitive industry.



Checkups Medical Centre

Customer Satisfaction & Service Excellence


While at Checkups Medical Centre, I boosted customer satisfaction scores to 100% by leveraging my deep knowledge of medical services and insurance coverage. My ability to empathize with patients and swiftly resolve their concerns led to a significant improvement in service standards.



Ecom Services Limited

Fraud Prevention & Service Excellence

During my tenure at Ecom Services Limited, I led the charge in fraud prevention and customer service excellence. I identified and mitigated potential fraud cases daily, which safeguarded company revenue and enhanced operational efficiency. My dedication and performance earned me a promotion to Team Lead.



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Zuri Health

Client Retention & Customer Engagement

As a Customer Service Executive at Zuri Health, I not only maintained a high client retention rate of 80% but also significantly increased customer call intake from 40 to 60 calls daily by using open-ended questions and making effective suggestions, thereby enhancing overall customer engagement.



By the Numbers

100%
Client Satisfaction

50 +
Projects Completed

500 +
Clients Served

6 +
Years of Experience



Skills & Expertise


**Customer
Relationship
Management (CRM)**


**Live Chat &
Communication
Tools**


**Security & Privacy
Awareness**


**Omnichannel
Support**


**Issue Tracking &
Support Systems**


**Client Relationship
Building**


**Data Analytics for
Customer Insights**


**Customer Feedback
& Survey Tools**



What Clients Say

"Louisa's ability to understand and address our patient needs in the healthcare sector is unparalleled. She swiftly resolves complex issues, ensuring our clients receive exceptional care. Her dedication to improving patient experience has made a significant impact on our practice!"
- **Dr. Emma J., Chief Medical Officer at HealthFirst Clinic**
★★★★★

"Louisa's expertise in building strong client relationships in the healthcare sector has been instrumental in improving patient satisfaction scores. She proactively addresses concerns and ensures every patient feels valued and cared for. A true asset to our team!"
- **John M., Director of Operations at WellnessCare Hospitals**
★★★★★

"Working with Louisa in the tech industry has been a game-changer for us. Her problem-solving skills and ability to build strong relationships have helped us streamline our customer support processes. Her contributions have been vital in enhancing our client retention!"
- **Alex T., CTO of InnovateTech Solutions**
★★★★★



Get in Touch

 Send Message



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Address: Nairobi, Kenya

Opening Hours: Mon - Sun: 24 / 7

Phone: +254 700 000 000

Email: louizailamaha@gmail.com

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