

Curriculum Vitae

LUKA JESSEL GICHURU

CUSTOMER AND BUSINESS SUPPORT SPECIALIST

+254717872794

lukajesselg@gmail.com

Bio Data

Gender: Male

Nationality: Kenyan

Profile

Talented & dynamic customer care professional with over 3 years of experience in delivering exceptional service in fast-paced environments. Proven track record of efficiently resolving customer inquiries, leading to increased satisfaction and loyalty. Skilled in using CRM software and communication tools to manage interactions and streamline processes. Strong ability to handle difficult situations with empathy and professionalism, ensuring a positive customer experience. Adept at collaborating with cross-functional teams to enhance service delivery and improve operational efficiency. Committed to continuous improvement and professional development, with a passion for fostering positive relationships with customers.

Work Experience

PN ADVOCATES February 2021- Up to date

Position: SENIOR CUSTOMER CARE & ADMINISTRATION EXECUTIVE

Responsibilities:

- Lead a team of customer care officers and managed day to day administrative work.
- Manage and respond professionally to customer inquiries via phone, email, and chat.
- Resolve customer issues related to services and transactions promptly and effectively, ensuring a high level of satisfaction.
- Document customer interactions and accurate records of transactions in the CRM system.
- Accurately enter all customer data and transactions into the CRM system.
- Identify opportunities for process improvements to enhance the customer satisfaction and loyalty.

- Provide empathetic service to customers to build strong relationships.
- Escalate unresolved issues to relevant personnel for further attention.
- Collaborate with team members and other departments to enhance service delivery and address customer needs.

Achievements:

- Successfully reduced average response time to customer inquiries via email by 30% through streamlined customer response processes.
- Successfully increased the overall working efficiency of the customer support department leading to more clientele referrals.

**OKOLEA
INTERNATIONAL
LIMITED**

June 2018- January 2021

Position: CUSTOMER CARE/ CALL CENTER EXECUTIVE

Responsibilities:

- Manage incoming calls, social media inquiries, and emails from clients, ensuring prompt responses.
- Accurately capture customer data, interactions and information in the system
- Built and strengthen relationships with new and existing customers by enhancing service delivery satisfaction through effective issue resolution.
- Supervise a team of three call center officers, ensuring all Key Performance Indicators (KPIs) were met.
- Develop and maintain call center procedures and standards to improve service delivery.
- Provide clear information about the Okolea app, features and use.
- Provide support and troubleshooting assistance to customers regarding system and app usage.
- Prepare and submit regular reports on call center performance and customer satisfaction levels to management for continuous improvement.
- Analyze feedback from regular customer surveys to enhance the customer experience.
- Collaborate with other departments to provide seamless customer service and support.
- Maintain office operations and ensured the availability of necessary supplies to support daily functions.

Achievements:

- Proposed and implemented a ticketing system, significantly enhancing customer experience and contributing to long-term profitability.
- Increased the branch clientele by nearly 13% through improved customer satisfaction and referrals.
- Successfully led branch operations during a leadership vacancy, resulting in a 23% increase in branch revenue.
- Established a CRM that improved document traceability, reducing client service waiting times by almost 50%.
- Achieved an 80% increase in customer satisfaction scores through monitoring performance metrics and addressing feedback effectively.

Skills

- **Customer Relationship Management (CRM) Software Proficiency:** Familiarity with CRM tools like Zendesk, and HubSpot to manage customer interactions and data.
- **Data Analysis Skills:** Ability to analyze customer feedback and satisfaction metrics to identify trends and improve service delivery.
- **Technical Proficiency:** Knowledge of Microsoft Office Suite and communication tools such as email, and chat systems.
- **Problem-Solving Skills:** Capability to troubleshoot issues effectively and implement solutions promptly.
- **Knowledge of Customer Service Standards:** Understanding of industry best practices in customer service and support.
- **Documentation Skills:** Ability to maintain accurate records of customer interactions, transactions, and feedback.
- **Time Management:** Skills in prioritizing tasks and managing time efficiently to meet service level agreements (SLAs).
- **Quality Assurance Techniques:** Familiarity with quality standards and procedures to ensure consistent service delivery.
- **PROFESSIONAL SKILLS:** Exceptional communication and customer service abilities, strong analytical and problem-solving skills, detail-oriented and organized work style, capacity to work both independently and collaboratively within a team, strong interpersonal skills and ability to build rapport with customers, and a quick learner adept at adapting to new technologies and systems.

Education

**May 2018 – December
2020**

DIPLOMA IN COUNSELLING PSYCHOLOGY

Kenya Institute of Business and Counselling Studies (KIBCo)

**January 2014 –
January 2018**

BACHELOR OF SCIENCE IN AGRIBUSINESS MANAGEMENT

University of Nairobi

**September – October
2015**

CERTIFICATE IN APPLIED DIGITAL SKILLS (G-SUITE CERTIFICATION)

Emobilis mobile technology training academy

Referees

Mr. Philip Githaiga
Owner & Lead Advocate
PN Advocates
Email: philipgithaiga@gmail.com
Tel: 0713 196388

Ms. Carolyne Mbugua
Head of Business Development Department
Eneza Telecom Kenya
Email: mbugua.carolyn@gmail.com
Tel: 0729 485835

Mr. Edwin Achoki
Accountant
PN Advocates
Email: achokiedwin@gmail.com
Tel: 0724 300982