MOSES UHURU

CUSTOMER SERVICE | VIRTUAL ASSISTANT

OBJECTIVE

To obtain a challenging IT Specialist position where my technical expertise, problem-solving abilities, and experience in managing IT systems can be utilized to optimize infrastructure, improve operational efficiency, and support organization objectives.

EXPERIENCE

INBOUND CUSTOMER SERVICE | CCI KENYA

Jan 2024 – Apr 2024

Managed inbound customer inquiries, resolving product and service-related issues to ensure customer satisfaction. Provided expert support on troubleshooting prepaid plans, billing concerns, and device-related matters. Collaborated with cross-functional teams to enhance service delivery and improve internal processes, leading to increased customer retention and loyalty.

TIER 2 CUSTOMER SERVICE | CCI KENYA

Aug 2023 – Dec 2023

Managed customer accounts, providing support for technical issues, billing inquiries, and complex order resolutions. Demonstrated strong problem-solving skills and maintained a high level of customer satisfaction through effective communication and conflict resolution. Collaborated with cross-functional teams to streamline processes and improve customer service strategies, contributing to enhanced overall customer experience and retention.

IT SUPPORT INTERN | AIC HEALTH MINISTY

Jan 2023 – July 2023

Provided technical support to staff, ensuring smooth operation of hardware and software systems. Assisted with the installation, configuration, and maintenance of IT infrastructure, including troubleshooting network issues and ensuring system security. Collaborated with senior IT staff to manage daily operations, contributing to efficient workflow and the overall functionality of the organization's technology resources.

CONTACT

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Nairobi, Kenya

ABOUT ME

I am passionate about optimizing IT systems to ensure seamless performance and efficiency. I always strive to implement solutions that enhance functionality, improve security, and support the technological needs of the organization.

EDUCATION

KCA University, Ongoing
BSC. Information Technology

SKILLS

Active Directory and sever administartion
IT Help desk Support
Customer Service
Network Administration