

FAITH OMUSUNDI

Thika, Kenya | +254716006404 | fomusundi@gmail.com

PROFESSIONAL SUMMARY

Dedicated and customer-focused professional with experience in financial advising, client communication, and sales. Adept at problem-solving, handling customer inquiries, and providing exceptional service. Skilled in multitasking, organization, and remote collaboration. Fluent in English, French, and Swahili. I am seeking a remote customer service representative role to leverage my customer relations and support skills.

SKILLS & COMPETENCIES

- Customer Service & Support
- Remote Communication & Collaboration
- Conflict Resolution & Problem-Solving
- CRM & Customer Interaction Tools (e.g., Zendesk, Salesforce)
- Sales & Follow-Up Strategies
- Financial Advising & Consultation
- Organizational & Multitasking Abilities
- Fluent in English, French, and Swahili

PROFESSIONAL EXPERIENCE

Jubilee Life Insurance - Financial Advisor (2025 - Present)

- Provided financial guidance and solutions tailored to client needs.
- Developed and maintained long-term client relationships.
- Educated clients on investment opportunities and insurance products.
- Assisted customers via phone and email, ensuring excellent service.

Ozaid Group Limited - Customer Service & Sales (2018 - 2020)

- Assisted customers with product inquiries and transactions.
- Handled cash, check, and credit card payments with accuracy.
- Maintained a clean and welcoming customer environment.
- Addressed customer concerns and provided prompt solutions.

Self-Employed - Freelance & Casual Labor (2021 - 2024)

- Provided customer support and sales consultations.
- Managed administrative tasks and organized client interactions.

EDUCATION

Mount Kenya University - Diploma in Community Development & Social Work (2015 - 2017)

Alliance Française - Diploma in French (2015)

REFERENCES

- Kevin Mugwe - CEO, Ozaid Group Limited | +254724854864
- Joshua Mugwira - Supervisor, Kenya Red Cross Society | +254740145558
- Dr. Alpha Sikoi - Unit Manager, Jubilee Life Insurance | +254715061787