

# ERIC NDOYAI NDUMBI

Customer Support Specialist & Web Developer

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Nairobi

## EXPERIENCE

### Web Developer

#### Freelancer

11/2023 - Present Location

- Created responsive landing pages utilizing HTML, CSS, Bootstrap, Tailwind CSS, and JavaScript.
- Implemented modern design principles to achieve optimal user experience and visual appeal.
- Incorporated SEO best practices to enhance website visibility and search engine rankings.
- Collaborated closely with clients to understand their needs and deliver customized solutions tailored to their requirements.
- Continuously learning and exploring new technologies to expand skillset and stay updated with industry trends.

### Assistant Sales Manager

#### Francolini Exclusives K Ltd

01/2018 - 10/2021 Nairobi, Nairobi, Kenya

- Strong ability to build and maintain client relationships, resulting in long-term customer loyalty
- Demonstrated success in achieving and exceeding sales targets as an Assistant Sales Manager
- Boosted interest in company offerings through promotional events and initiatives
- Led and motivated sales teams to drive performance and revenue growth
- Reviewed client feedback to improve client service delivery

### Sales Assistant

#### Francolini Exclusives K Ltd

09/2015 - 05/2018 Nairobi, Nairobi, Kenya

- Managed client complaints by providing beneficial solutions. Maintained an organized and visually appealing store display, resulting in increased sales.
- Assisted in achieving monthly sales targets by actively engaging with customers and providing product recommendations.
- Maximized customer satisfaction by cultivating a service-first sales culture

### Customer Care Specialist

#### Francolini Exclusives K Ltd

02/2012 - 01/2015 Nairobi, Nairobi, Kenya

- Analyzed customer feedback to identify opportunities for improvement in service delivery
- Strong interpersonal skills demonstrated in building positive relationships with customers
- Proficient in handling customer inquiries and providing prompt and accurate solutions
- Skilled in managing high-volume call queues with a focus on efficiency and customer satisfaction
- Remained current on new marketing campaigns to respond appropriately to marketing-related inquiries
- Engaged in active listening with customers, confirming and clarifying information to provide comprehensive support

## SUMMARY

Detail-oriented Web Developer with a strong foundation in HTML, CSS, and CSS frameworks. Passionate about creating visually appealing and user-friendly websites. Eager to continue learning and growing in the field. I am also a dynamic and results-driven customer support specialist with 2+ years of experience in providing exceptional service and resolving customer issues. Proficient in handling high volume of inquiries and ensuring customer satisfaction.

## SKILLS

Html Css Bootstrap Tailwind

Git Aws HubSpot Service Hub

HubSpot Email Marketing

Customer Support

Technical Support

Product Knowledge

Responsive web design

## LANGUAGES

English

Native



Swahili

Intermediate



## EDUCATION

### Cloud Practitioner

[Amazon Web Services](#),

📅 2024 - Present    📍 Location

### Full Stack Development

[Codecademy](#)

📅 2023 - Present    📍 Location

### Responsive Web Design

[FreeCodeCamp](#)

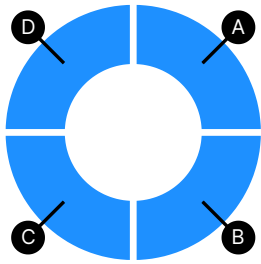
📅 2023 - 2023    📍 Location

### Diploma in Art and Photography

[Kul Graphics Academy](#)

📅 09/2010 - 09/2012    📍 Location

## MY TIME



- A** Coding
- B** Cooking
- C** Wine Tasting
- D** Travelling