

PHILERIA NEERIMA WASIKE

Kenya

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Professional Profile

Dedicated and results-driven Customer Support and Operations Professional with over 4 years of experience delivering high-quality service, process improvement, and client satisfaction across telecom and executive support sectors. Skilled in customer communication, CRM management, ticket resolution, and workflow optimization, with a proven record of improving service quality and operational efficiency.

Known for clear communication, empathy, and organizational discipline, I bring a strong balance of customer focus and process thinking. Proficient in tools including Zendesk, Zoho CRM, Asana, Notion, and Google Workspace, and highly effective in remote, fast-paced environments. Passionate about supporting teams that value trust, structure, and people-centered service excellence.

Core Skills & Competencies

- Customer Support & Client Relationship Management
- Complaint Resolution & Escalation Handling
- CRM Systems: Zendesk | Zoho CRM | HubSpot
- Service Level Agreement (SLA) Compliance
- Ticket Resolution & First Contact Resolution (FCR)
- Workflow Optimization & Process Improvement
- Executive Support & Task Coordination
- Cross-Functional Team Collaboration
- Remote Operations & Project Management Tools (Notion, Asana, Trello)
- Communication | Empathy | Active Listening | Problem-Solving

Work Experience

Executive Assistant (Remote)

Athena | March 2025 – Present

- Manage high-performing executive operations across global time zones, achieving a 30–40% reduction in calendar conflicts and missed follow-ups.
- Streamlined recurring administrative and vendor workflows using Notion, Asana, and Google Workspace, helping executives reclaim up to 10 hours of focus time weekly.
- Proactively identified and resolved scheduling inconsistencies, ensuring 100% on-time delivery of meetings and client documents.
- Maintained zero missed high-priority emails or tasks for 6+ consecutive months through proactive inbox and task management.
- Designed customized Standard Operating Procedures (SOPs) to support client onboarding and handoffs, improving clarity and efficiency.
- Recognized for being a calm, reliable, and detail-oriented partner, strengthening long-term client relationships and retention.
- Expanding expertise in client communication and project management to enhance leadership and cross-functional support capacity.

Customer Service Manager

Telkom Kenya | Dec 2019 – Dec 2024

- Directed and managed customer service operations for 50+ representatives, supporting over 4,000 monthly interactions across mobile, internet, and enterprise channels.
- Led a BPO pilot program that reduced ticket resolution time by 40%, improved SLA compliance, and enhanced coordination with external vendors.
- Increased First Contact Resolution (FCR) by 25% by optimizing workflows and implementing Zoho CRM and Zendesk across service teams.
- Monitored key performance metrics, identified recurring issues, and implemented corrective measures to improve service quality.

- Improved customer satisfaction through proactive issue resolution and development of internal knowledge bases and escalation scripts.
- Collaborated cross-functionally with technical, billing, and network teams to expedite resolutions for VIP and enterprise clients.
- Introduced training sessions on empathy, active listening, and communication, enhancing team consistency and customer experience.

Education

Bachelor of Public Relations – St Paul’s University | 2019

Diploma in Communication – St Paul’s University | 2015

Technical Tools

Zendesk

Zoho CRM

HubSpot

Notion

Asana

Trello

Google Workspace

Slack

Microsoft Office Suite

Languages

English – Fluent

Kiswahili – Fluent