

## **Purity Mbula**

Nairobi, Kenya

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### **Professional Summary**

Customer care professional with extensive experience in delivering exceptional service, resolving customer inquiries, and optimizing service processes. Proficient in communication, data management, and fostering positive client relationships. Adept at problem solving, adapting to fast paced environments, and maintaining high levels of confidentiality.

### **Professional Experience**

#### **Kenya Revenue Authority (KRA), Embu– Intern**

##### **May 2025 – Present**

- Supporting administrative functions including data handling and internal communication.
- Assisting with documentation, reporting, and general support to streamline departmental operations.

#### **Spiro Kenya, Nairobi – Swap Attendant Executive**

##### **January 2025 – April 2025**

- Oversaw battery swap operations, ensuring efficiency and customer satisfaction.
- Provided customer guidance and technical support at swap stations.
- Monitored usage data to support decision-making and performance tracking.

#### **SparePap by CFAO, Nairobi – Basic Data Clerk**

##### **October 2024 – December 2024**

- Managed and analyzed customer data to identify trends and enhance service delivery.
- Automated reporting dashboards for performance evaluation.

- Conducted data verification to ensure accuracy and integrity.
- +Collaborated with management to implement strategies improving customer satisfaction.

### **SparePap by CFAO, Nairobi – Brand Ambassador**

**February 2024 – September 2024**

- Delivered professional customer service, addressing inquiries and concerns effectively.
- Tracked and improved customer satisfaction through feedback analysis.
- Coordinated with teams to align communication strategies with customer expectations.
- Supported team onboarding and training to enhance operational efficiency.

### **Education**

Egerton University, Nakuru

Bachelor of Arts in Economics and History

### **Key Skills**

- Customer Care and Engagement
- Communication and Problem-Solving
- Data Entry and Analysis
- Team Coordination and Training
- Decision-Making and Critical Thinking
- Proficient in Microsoft Office and CRM tools

### **Languages**

English (Fluent)

Swahili (Fluent)

## References

Available upon request