

# CHRISTINE BISERA

+254793571654  
Christinerabera7@gmail.com  
NAIROBI, 00100, KENYA

## PROFILE SUMMARY

---

Proficiency in providing outstanding customer service and administrative tasks, such as filing and interacting with public, possesses exceptional skills in database management, scheduling, data entry, customer service and calendar administration

## SKILLS

---

- customer service
- data entry
- communication skills
- Scheduling
- Teamwork/interpersonal skills
- Organization skill
- Technology and software skills
- Confidentiality
- Adaptability

## EXPERIENCE

---

08/2023 - 07/2024

### **PERSONAL ASSISTANT, UPWORK**

- Executed travel arrangements by researching, booking flight and accommodation
- Established administrative work procedure to track staff daily work
- Managed 20 phone calls and email correspondent daily
- Improved customer ratings by 15% as consequences of streamlining customer care procedures

09/2022 - 06/2023

### **CUSTOMER SERVICE GLORYFORD**

- Answered constant flow of customer calls within minimal wait times
- Responded to customer requests for product, service and company information which increased sales by 10%
- Monitored team performance effectively
- Kept records of customer interactions

11/2021 - 08/2022

### **DATA ENTRY, VUZILLA INC**

- Created and maintained data entry logs to tract data entry activities
- Typed 40wpm allowing for fast and 99.99% accuracy
- Assisted in answering incoming calls as required
- Organized and prioritized proofreading, spellchecking document filing and data entry

## EDUCATION

---

Graduated 11/2021 **DIPLOMA IN HOSPITALITY MANAGENT ZETECH UNIVERSITY**

Graduated 04/2022 **DIPLOMA IN ADMINSTRATIVE MANAGEMENT, ALISON**