

Vivian Achieng Abiero

| Tel: +254707941485 | Email: viviabiero@gmail.com

CAREER SUMMARY

I am a highly talented and hardworking individual with experience in the sales business environment. I have the required skills and dynamism necessary to provide quality service and efficiency to drive a company to a competitive advantage. In addition, I am an excellent communicator who can relate well with people at all levels and work well as part of a team or individually. I would like to offer my skills to a company where I can contribute effectively to organizational success. I am confident that I will deliver the best service without compromising quality and professionalism.

Education and Professional Qualification:

2017 December to 2019 March

Diploma in Mass Communication Jomo Kenyatta University (Karen Campus)

2012 Feb to November 2015

Kenya Certificate of Secondary Education -Barnabas Secondary School

2004 to 2011

Kenya Certificate of Primary Education -Star of The Sea Primary School

Other Certificates

- Certificate in Computer Management at Camara Institute, 2016 Sept-Oct
- Certificate in Computer Application at Mombasa Aviation Training Institute 2016 May-July

Personal Details:

- Date of Birth: 8th June 1998
- Marital Status: Single

Key Professional Skills and Competencies:

- Strong in-person and telephone customer service skills
- Excellent verbal and written communication skills
- Excellent selling and negotiation skills
- Detailed-oriented, efficient, and organized professional.

Hobbies and Interests:

- Creative writing
- Content creating

Membership:

- St. John's Ambulance

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WORK EXPERIENCE

TALENTPOP

2023 November to Date: Virtual Assistant at Swella Beauty.

- Recommending and selling haircare products, styling tools, and accessories to clients to enhance their at-home haircare routines.
- Providing consultations to clients to understand their desired looks, recommending suitable treatments, and discussing maintenance routines.
- Handling phone calls, responding to emails, and managing salon paperwork, including client records and payment processing.
- Ensuring client satisfaction by addressing any concerns or issues promptly and professionally.
- Staying updated on the latest trends, techniques, and products in the beauty industry through ongoing education and training sessions.
- Assisting with marketing initiatives, such as promoting salon services and special offers on social media platforms and collaborating with local businesses for cross-promotion.
- Working closely with other salon staff, including hairstylists, assistants, and receptionists, to ensure a seamless and positive experience for clients.
- Sending thank-you notes or emails to clients after their appointments, soliciting feedback, and addressing any concerns or issues they may have raised.
- Facilitating communication among salon staff, disseminating important information or updates, and fostering a collaborative and supportive work environment.
- Maintaining accurate client records, including contact information, appointment history, and preferences, using salon management software.
- Greeting clients as they arrive, checking them in for their appointments, and providing assistance with any questions or concerns they may have.
- Monitoring salon supplies, including hair care products, tools, and equipment, and placing orders as needed to ensure adequate stock levels.

MAJOREL KENYA COMPANY

2022 October to 2023: Social Media Representative.

Duties:

- Provide one-stop customer support for all services by responding to customers' contacts within the defined time frame.
- Resolving all complaints, concerns, and issues promptly and diplomatically. ▪ Conduct activities in a professional manner.
- Demonstrate knowledge of service standards or service level agreements.
- Understanding the importance and impact of first contact resolution.
- Working with the team leader on performance improvement as an individual and with the whole team.
- Ensuring complaints/ concerns are resolved or escalated promptly. ▪ Providing timely notifications to the management of negative trends, the urgency of the issue, or the extent of required follow-up.
- Determining when a problem requires action from a higher level of authority. ▪ Participate in regular team meetings.
- Educate customers about terminology, features, and benefits of products to improve customer satisfaction and education.
- Updating client comments, complaints, reports, and compliments on all relevant systems. ▪ Resolve customer queries on first contact and keep the promise of query/problem and

resolution for escalated cases.

CUSTOMER CARE INTERNATIONAL KENYA (CCI KENYA)

Metro by T-Mobile Customer Representative (Jan 31st to Oct 17th)

Duties:

- Troubleshooting technical issues and assisting customers according to their needs ▪ Maintaining and upholding all laws and regulations regarding data protection ▪ Understanding a caller's point of view and empathizing with them and building rapport to connect with the customer.
- Handling complaints diplomatically.
- Answering queries effectively and professionally.
- Updating customers on all the upcoming and due changes in the product and services ▪ Forwarding complaints and concerns to the back office when matters arise ▪ Receiving large volumes of calls in a highly professional manner.

TEN SPOT GROUP OF COMPANIES

Credit Control Officer/ Customer care representative (Opesa Account May 18 to September 30th and Okash Account October 1st to January 14th)

- Calling clients regarding the loan they acquired and inquiring about their repayment plan. ▪ Educating clients more on the services provided by the loan app.
- Upholding data integrity between the conversations had with the client.
- Making large volumes of calls to clients on a day-to-day basis
- Answering questions effectively asked by clients.
- Handling complaints diplomatically

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HORIZON CONTACT CENTERS CUSTOMER SERVICE REPRESENTATIVE

TELKOM CUSTOMER CARE REPRESENTATIVE (Inbound)/

MULTICHOICE Team Coordinator (Outbound)

2019 May 18th – to 2021 May 18th

RESPONSIBILITIES.

- Receiving large volumes of calls in a highly professional manner.
- Answering questions asked effectively.
- Troubleshooting technical issues and assisting customers according to their needs ▪ Maintaining and upholding all laws and regulations regarding data protection ▪ Understanding a caller's point of view and empathizing with them.
- Handling complaints diplomatically

- Answering queries effectively and professionally
- Forwarding complaints and concerns to the back office when matters arise.

Jeyfine Wines Ltd 2019 Jan to 2019 May

Duties and Responsibilities:

- Deliver volume, coverage, and sales fundamentals targets.
- Deliver the product regularly determined by a delivery plan and set route to a specific set of customers within the agreed window of time.
- Establish and maintain excellent customer relationships by providing an efficient, reliable, friendly, and courteous service to all customers
- Maintain the highest standard of service by maintaining the required supply of stock to ensure a 100% service level with no 'stock outs' (Including Merchandising Plano-gram / counting stock / replenish/collect Sale or Return products) to the highest standard.
- Communicate effectively with customers and maintain up-to-date information regarding new initiatives, prices, promotions, new product listings, and product de-lists. ▪ Provide information and feedback to the Van Sales Supervisor, on Customer requirements and competitor activity on your route

House of Leather & Gifts, September 2016-2018 November.

Representative and Cashier

Duties and Responsibilities:

- Receive payments from customers in the form of cash, cheques, debit cards, and vouchers. ▪ Issue customers with relevant receipts, invoices, and purchase orders.
- Balance the closing sales with opening stock and report the daily sales to the branch manager. ▪ Daily engagement with customers by giving the right information about the products available. ▪ Present, promote, and sell products/ services using solid arguments to existing and prospective customers.
- Keeping abreast with best practices and promotional trends

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REFREES:

Collins Ouma

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Horizon Contact Centres

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Martin Mugaa

Supervisor Mero by T mobile

Customer Care International

(Kenya)

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