

Naomi Chepkoech

Contact Information

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About Me

I am a highly motivated and detail-oriented customer service professional with extensive experience in handling client inquiries, resolving technical issues, and ensuring exceptional customer satisfaction. With a strong background in public health and virtual assistance, I am adept at managing various tasks, building strong relationships, and providing tailored solutions to enhance client experiences and drive business success. My commitment to excellence, adaptability to market dynamics, and exceptional communication skills make me a valuable asset in any professional setting.

Key Strengths and Skills

1. **Customer Service Expertise**: Proficient in CRM and chat platforms like Google Chat/Microsoft Teams, ensuring efficient handling of client issues and requests.
2. **Technical Troubleshooting**: Skilled in resolving internet connectivity problems, client billing issues, and service relocation requests.
3. **Relationship Building**: Excel in retaining over 90% customer loyalty through effective communication and empathy.
4. **Market Awareness**: Adaptable to market trends with strong problem-solving skills and a client-focused approach.
5. **Communication**: Excellent verbal and written communication skills, capable of conveying complex information clearly and effectively.
6. **Product Knowledge**: In-depth understanding of various service packages and promotional offers to enhance client uptake and satisfaction.

Academic Qualifications

- **2024 – Present**: Virtual Assistant, Online Training Programs
- **2012 – 2016**: Bachelor of Public Health (Second Class Upper Division), Kenyatta University, Nairobi, Kenya
- **2008 – 2011**: Kipsigis Girls High School, KCSE: A- (Minus), 77 Points
- **1999 – 2007**: Resam Academy, KCPE: 371/500 marks

Professional Experience

****E-Commerce Services Ltd – Kenya (2021 - 2022)****

***Role:** Customer Service Associate; Management of outsourced processes for E-Commerce Companies*

- Managed social networking accounts, ensuring photo moderation, profile verification, and fraud prevention.
- Provided customer support and content management for travel agencies and online classifieds.
- Enhanced client experiences through diligent online content moderation and technical support.

****Techno Brain BPO ITES Ltd (2020 - 2021)****

***Role:** Customer Service Associate; Information Technology Enabled Services*

- Resolved client billing issues and internet connection problems for Zuku Fibre Project.
- Booked service relocation requests and promoted product knowledge to clients.
- Increased awareness of client promotions and product offers to boost service uptake.

****Kericho County Referral Hospital (2014 - 2015)****

***Role:** Public Health Officer*

- Developed health promotional materials and conducted community-based health education.
- Provided technical assistance on public health topics to enhance compliance with guidelines.
- Coordinated health programs and conducted training for the public health fraternity.

Technical and Other Contributions

1. ****CRM Tools****: Expertise in using CRM platforms to track client interactions and streamline support processes.
2. ****Data Management****: Proficient in data entry, content moderation, and maintaining accurate client records.
3. ****Technical Support****: Strong background in troubleshooting internet connectivity and technical issues.
4. ****Health Promotion****: Experience in developing educational materials and conducting health awareness programs.
5. ****Project Coordination****: Successfully managed community-based health initiatives and evaluated their outcomes.

Interests and Hobbies

A dedicated health enthusiast with a passion for promoting wellness and healthy living. Enjoys engaging in community service activities, reading up on the latest health trends, and

participating in outdoor adventures. Committed to continuous learning and professional development in the field of public health and customer service.

Professional Training and Development

1. ****Customer Service Training****: Attended workshops on advanced customer service techniques and CRM tools.
2. ****Technical Support Certification****: Certified in resolving internet connectivity issues and client billing problems.
3. ****Health Education Workshops****: Participated in seminars on community health promotion and disease prevention.
4. ****Communication Skills****: Completed courses on effective communication and conflict resolution.
5. ****Market Adaptation****: Trained in understanding market dynamics and adapting business strategies accordingly.

Referees

1. ****Catherine Nderitu****
 - Position: Quality Assurance, Ecom Services Limited
 - Mobile: 0728783846
2. ****Jacqueline Waititu****
 - Position: General Manager, Ecom Services Ltd
 - Mobile: 0723934829
3. ****Evelyn Muga****
 - Position: Supervisor, Techno Brain BPO ITES Ltd
 - Tel: 0726300141

Why Choose Me?

1. ****Proven Track Record****: Demonstrated ability to resolve customer issues promptly and effectively, ensuring high levels of satisfaction.
2. ****Technical Expertise****: Strong background in troubleshooting technical problems and providing effective solutions.
3. ****Customer Retention****: Skilled in building and maintaining long-term client relationships, ensuring customer loyalty.
4. ****Health Promotion****: Experience in developing and implementing health education programs, enhancing community well-being.
5. ****Adaptability****: Quick to adapt to market changes and client needs, providing tailored support and solutions.

6. **Professional Development**: Committed to continuous learning and growth, staying updated with the latest industry trends and practices.

Portfolio Website for Virtual Assistant Services

About Me

As a dedicated virtual assistant, I bring a wealth of experience in managing administrative tasks, providing exceptional customer service, and ensuring seamless operations for my clients. With a strong background in customer service and public health, I am well-equipped to handle a variety of tasks efficiently and effectively. My commitment to excellence and keen eye for detail allow me to deliver top-notch support, tailored to meet the unique needs of each client. Over the years, I have honed my skills in communication, technical troubleshooting, and project management, making me a versatile and reliable virtual assistant.

I understand the importance of time management and organization, which is why I strive to provide solutions that enhance productivity and streamline processes. My goal is to help businesses thrive by taking care of the administrative burden, allowing them to focus on their core activities. I am passionate about fostering long-term relationships with my clients, ensuring their needs are met with the highest level of professionalism and efficiency.

In addition to my professional experience, I am constantly seeking opportunities to learn and grow. Staying updated with the latest industry trends and tools is essential to providing the best possible service to my clients. I am dedicated to continuous improvement and am always looking for ways to enhance my skills and contribute to my clients' success.

Services Offered

1. **Email Management**: Organize and respond to emails, ensuring timely and professional communication.
2. **Scheduling**: Manage calendars and schedule appointments, optimizing your time and productivity.
3. **Customer Support**: Provide exceptional customer service through various channels, enhancing client satisfaction.
4. **Data Entry**: Accurately input and manage data, maintaining organized and up-to-date records.
5. **Social Media Management**: Handle your social media accounts, creating and scheduling content to boost online presence.
6. **Research**: Conduct thorough research on various topics, providing you with valuable insights and information.

Skills

1. **Organization**: Ability to keep tasks and information well-organized.
2. **Communication**: Excellent verbal and written communication skills.
3. **Technical Proficiency**: Skilled in using various software tools and platforms.
4. **Time Management**: Efficiently manage time to meet deadlines and client needs.
5. **Problem-Solving**: Strong problem-solving abilities to handle unexpected challenges.
6. **Adaptability**: Quick to adapt to new tools, processes, and client requirements.
7. **Attention to Detail**: Meticulous attention to detail in all tasks.
8. **Customer Service**: Proven track record in providing high-quality customer support.
9. **Multitasking**: Capable of handling multiple tasks simultaneously without compromising quality.
10. **Research**: Proficient in conducting in-depth research and presenting findings.
11. **Project Management**: Experience in managing projects from inception to completion.
12. **Data Entry**: Accurate and efficient data entry skills.
13. **Social Media Management**: Skilled in managing social media accounts and content creation.
14. **Email Management**: Efficient in organizing and responding to emails.
15. **Scheduling**: Expertise in managing calendars and scheduling appointments.
16. **Content Moderation**: Experience in content moderation and online community management.
17. **Client Relations**: Strong relationship-building skills to maintain client satisfaction.

Contact Me

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I look forward to helping you streamline your operations and achieve your business goals!