

# CURRICULUM VITAE

## Personal Data

<b>Name</b>	<b>Naomi Chepkoech</b>
<b>Contact address</b>	<b>Mobile:</b> 0706271416 <b>Email:</b> <a href="mailto:chepkoechnaomi52@yahoo.com">chepkoechnaomi52@yahoo.com</a> <b>P.O. Box</b> 176 00600, Nairobi, Kenya.

## Key Strengths and Skills

- Excellent knowledge working with customer service-related software tools such CRM, chat platforms such as Google Chat/ Microsoft Teams and ticketing systems to ensure exceptional customer service experience
- Excellent in trouble-shooting client issues and inquiries and providing tailored solutions to requests to ensure exceptional customer service experience
- Great Relationship Building skills to ensure over 90% customer retention to the company services
- Great awareness in market dynamics and providing solutions to adapt to the same, great communication skills, empathetic to client concerns and solution-oriented personality

## Academic Qualifications

<b>2012 – 2016</b>	Undergraduate study in the school of Public Health (Second Class Upper Division) Kenyatta University  P.O. Box 43844-00100 Nairobi, Kenya.
<b>2008-2011</b>	Kipsigis Girls High School KCSE: A- (minus), 77 Points
<b>1999- 2007</b>	Resam Academy KCPE: 371 / 500 marks

<p><b>2021 - 2022</b></p>	<p><b>E-COMMERCE SERVICES LTD – KENYA</b></p> <p><b>ROLE – Customer Service Associate; Management of outsourced processes for E-Commerce Companies</b></p> <ul style="list-style-type: none"> <li>• Online Management of Social Networking Accounts i.e. photo moderation, profile moderation, profile verification, fraud prevention, US sex offender database searches, Customer support, Social Media Management and Online Content Writing.</li> <li>• Management of Online Classifieds i.e. Data Entry, Content Moderation, Customer Support, Social Media Management and Online Content Writing.</li> <li>• Online Content Management for Travel Agencies i.e. Data Entry, Content Moderation, Customer Support, Social Media Management and Online Content Writing.</li> </ul>
<p><b>2020 - 2021</b></p>	<p><b>TECHNO BRAIN BPO ITES LTD</b></p> <p><b>ROLE – Customer Service Associate; Information Technology Enabled Services</b></p> <ul style="list-style-type: none"> <li>• Techno Brain Call Center Customer Support for Zuku Fibre Project in regards to; <ul style="list-style-type: none"> <li>✓ Resolving client billing issues to ensure account payments reflect on the system for services reconnection</li> <li>✓ Resolving internet connection related issues affecting clients i.e. slow speeds, intermittent connections and password resets</li> <li>✓ Booking service relocation requests from clients</li> <li>✓ Promote product knowledge to clients to enhance uptake of variety of packages offered by the company</li> <li>✓ Promote awareness on client promotions and product offers to enhance uptake.</li> </ul> </li> </ul>

<p><b>2014-2015</b></p>	<p><b>2014: Kapkatet Sub-County Hospital</b></p> <p><b>2015: Kericho County Referral Hospital</b></p> <ul style="list-style-type: none"> <li>• Planned, administered, and evaluated community-based programs in the Public Health Division resulting in engaging community stakeholders in health promotion activities.</li> <li>• Developed and disseminated health promotional materials such as posters to increase community awareness on preventive health approaches to enhance their overall health being</li> <li>• Provided technical assistance to community stakeholders on a variety of health topics to enhance compliance with public health guidelines.</li> <li>• Implementation of health education programs resulting to enhance awareness and improved health outcomes in communities</li> <li>• Conducted needs assessments and prepared reports and recommendations on public health matters resulting in evidence-based programming</li> <li>• Evaluated and reported on health education services and programs resulting in continuous program improvement.</li> <li>• Conducted trainings and provided education to Public Health fraternity resulting in increased capacity and skills.</li> <li>• Provided assistance in Coordinated County and Sub-County public health initiatives resulting in improved health equity and access to care.</li> </ul>
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## Referees

Mrs. Catherine Nderitu  Position: Quality Assurance  Ecom Services Limited  Mobile: 0728783846	Ms. Jacqueline Waititu  Position: General Manager  Ecom Services Ltd  Mobile: 0723934829	Ms. Evelyn Muga  Position: Supervisor  Techno Brain BPO ITES Ltd  Tel: 0726300141
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