

VIVIAN KAIRUTHI GACHERI
CUSTOMER SERVICE EXECUTIVE
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Professional Summary

I am a dynamic and results-oriented Customer Success professional with over two years of experience providing outstanding customer support in fast-paced environments. I have consistently maintained a 95% first contact resolution rate and improved service efficiency by 20% through the effective use of CRM tools and data analytics. With a strong passion for technology and innovation, I am eager to bring my expertise to M-Gas, a company transforming access to clean, affordable energy through smart LPG solutions. I look forward to contributing to MGas' mission by ensuring seamless, high quality customer experiences that enhance accessibility and satisfaction for households and businesses.

Core Competences

Technical Skills:

- CRM Tools: Salesforce, Zendesk
- Data Analysis & Reporting: KPI monitoring, Excel/Google Sheets, dashboards
- FinTech & Payment Reconciliation: Basic understanding of payment reconciliation workflows and financial processes
- Customer Onboarding & Training: Creating user guides, training materials, and instructional videos

Soft Skills;

- Communication & Relationship Building: Excellent verbal and written communication, empathetic customer interactions
- Problem-Solving & Troubleshooting: Quick issue resolution, analytical thinking
- Collaboration & Teamwork: Cross-functional coordination, knowledge sharing
- Time Management & Organization: Managing multiple priorities, meeting deadlines
- Adaptability & Proactive Engagement: Adjusting to changing requirements, reaching out proactively to support customers

Work experience

Ison Experiences & Nakama Tech BPO | Nairobi, Kenya | Customer Service Executive | 2024– Present

- Handled 100+ daily customer interactions across phone, email, and chat channels, maintaining a 95% first-contact resolution rate.
- Guided new customers through onboarding and training, helping them maximize product usage and adopt best practices.
- Proactively identified trends by monitoring customer engagement data, providing actionable insights that resulted in a 20% improvement in service efficiency.
- Collaborated with cross-functional teams (Product, Sales, Marketing) to relay customer feedback and drive continuous enhancements to product offerings.
- Mentored junior team members in effective customer communication, troubleshooting, and CRM best practices, leading to improved team performance.

Virtual Assistant (Internship) | Remote | September 2024 – December 2024

- Delivered virtual administrative support for multiple clients, managing schedules, emails, and project workflows using Asana and Google Workspace.
- Improved follow up processes and client engagement by tracking and organizing CRM data, reducing average response time by an estimated 25%.
- Coordinated virtual meetings and correspondence, ensuring timely task completion and seamless project management.

- Streamlined task prioritization and strengthened communication channels, enhancing client onboarding experiences and operational efficiency.

Eco-Hydroponics garden | Nairobi, Kenya | Customer Service Executive | *August 2023–December 2020*

- Addressed inquiries, complaints, and feedback across multiple channels, achieving a 90% customer satisfaction rate.
- Analyzed customer feedback to propose and implement service improvements, leading to a 15% increase in client retention.
- Trained and mentored new hires, accelerating their onboarding process and improving overall team performance.
- Provided personalized product recommendations, boosting upsell opportunities and solidifying long-term customer relationships.

Education

Kiriri Women’s University of Science and Technology
Diploma in Information Communication Technology

Nairobi ,Kenya
2021- 2023

References

Available on request