

# CAROLINE WANGECHI WANJIRU

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I am a well-rounded individual trained in delivering high quality services to the optimal standards. Training in various fields has opened up opportunities to learn and hone my skills including strong time management and work disciplines. I am hard working, thrive in challenging and fast-moving environments with strong prioritising and organisational skills in order to complete tasks on time and to full specification. I set personal goals in order to ensure I become a success, welcoming correction in order to be the best version of myself. I am bubbly, enjoy meeting new people and sharing new experiences and a determination to always look on the bright side of life.

## **Skills**

- Outlook / Microsoft Office
- Social Media; researching information and marketing
- Customer Service – B2C and B2B
- Web design skills; JAVA and PHP
- Fast learner
- Enjoy working both autonomously and collaboratively as part of a team
- Training others in skills I already have whilst learning from superiors
- Communication and Interpersonal Skills
- Time Management and Organization
- Problem Solving and Conflict Resolution
- CRM Systems Proficiency

## **Education**

**ALX Virtual Assistant Programe - 2022**

**Kenya Aeronautical College - 2017-2019**

Aeronautical Engineering

**Kenya Utalii College - 2016 - 2017**

Front Office Techniques

**Zalego Institute of Technology - 2015**

Mobile Programming

**Bishop Gatimu Ngandu High School - 2011-2014**

Kenya Certificate of Secondary Education

**The Trinity School - 2002-2010**

Kenya Certificate of Primary Education

## **Employment History**

**SportyBet Kenya, Spring Valley - Customer Service Associate**

- Communicated effectively with customers through calls, chat, and email to ensure high satisfaction.

- Resolved customer complaints promptly, ensuring first-time resolution (FTR).
- Maintained accurate records of customer interactions on CRM.
- Empowered customers with product knowledge and troubleshooting support.
- Collected and reported customer feedback to management for service improvement.
- Actively monitored and identified patterns of suspicious behavior and escalated high-risk issues to senior staff for further investigation.
- Documented and reported customer complaints, transactions, and feedback to assist in fraud detection and process improvement.
- Collaborated with the risk and fraud team to identify vulnerabilities related to customer interactions, helping to reduce potential business losses.

#### **Kaks Kitchen & Restaurant - Manager - 2019 - 2021**

- Oversaw daily operations, ensuring exceptional customer service.
- Managed team members, fostering a collaborative and supportive work environment.
- Handled financial transactions, maintaining accuracy and accountability.
- Developed customer relationships to enhance retention and satisfaction.
- Assisted customers with purchases, delivering personalized service for repeat business.
- Utilized problem-solving skills to resolve complaints effectively.
- Supported team members in various operational tasks.

#### **Coldstone, Westlands – Sales Woman – 2015**

- Assisting customers with their purchases and any related queries; going the extra mile to give customers the best experiences possible and create repeat purchases
- Handling money (also using mental maths) whilst interacting with the customer to ensure smooth services and rapport building
- Interacting with different types of people; communicating professionally and efficiently.
- Resolving any complaints raised in the correct manner following procedure.
- Assisting team member and management in other tasks when required and possible.

#### **ST. JOHNS AMBULANCE CADET – Volunteer – 2013**

- Trained in first aid delivery
- Serving the community and individuals that require assistance the most and may not have the means
- Working in hospitals and orphanages in any tasks that need to be done as a part of a team
- My time as a volunteer has taught me empathy, honesty, how to handle difficult circumstances and be to grateful for the small things that may seem insignificant but to name a few; things I will carry and grow, and pass on to my children and those around me.

#### **Reference**

Paullette Githui-Team Lead  
SportyBet Kenya  
0727489652

Tracy Nyambura - Front Desk  
Kaks Kitchen & Restaurant  
0753655574