BRIAN AMBANI KHUMWA

CUSTOMER SERVICE REPRESENTATIVE & FULLSTACK DEVELOPER

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https://dev-brain.onrender.com

PROFILE

Dynamic and results-oriented professional with a unique blend of customer service expertise and web development skills. Committed to delivering exceptional service and creating user-friendly web solutions. Seeking a challenging role that allows me to leverage my technical and interpersonal skills for the benefit of a forward-thinking organization.

WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE

CALL CENTRE INTERNATIONAL – NAIROBI

MAY-2023 – CURRENT

- Consistently earned "above average" or "excellent" on-call quality evaluations
- Served as a point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.

CUSTOMER SERVICE EXECUTIVE

CALLTRONIX KENYA LIMITED – NAIROBI

DEC-2021 – MAY 2023

- Answer an average of 65 to 75 calls per day in a high-volume call center environment.
- Followed up on customer issues, reaching out to verify satisfaction beyond initial communication.
- Resolve customer complaints and ensure calls are handled in a professional and prompt manner.
- Trained and mentored entry level customer service team in service standards, loyalty programs and managing customers techniques.

DATA ENTRY ASSISTANT

Equity Bank Group – SYOKIMAU

FEB 2020 – SEPT 2020

- Delivered data entry to a high standard, demonstrating a detail-oriented and meticulous approach.
- Organized files, faxed reports and scanned documents into a document management system.
- Created and maintained spreadsheets using Excel.
- Practised data integrity to adhere to security policies and guidelines.
- Completed requested ad hoc data searches, documentation drafts and reference retrievals.

SKILLS

- Problem-solving and conflict resolution
- Process optimisation
- Exceptional interpersonal and communication skills
- Reactjs, Nodejs, MongoDB, Git/GitHub
- Responsive design and cross-browser compatibility

EDUCATION

BACHELOR OF BUSINESS AND INFORMATION TECHNOLOGY
MOUNT KENYA UNIVERSITY – THIKA

MAY 2018 – JULY 2024

- Acquired sound background in advanced problem solving, information analysis and project management.
- Developed technical skills with emphasis in business analysis and problem solving, systems analysis, project management and IT management within organizations.
- Acquired skills in software programming skills in C++ and C programming languages.

REFEREES

ABDURAHMAN SSEBUDDE

Team Leader | Call Center International
+254-707590802

DERRICK KIPKEMBOI

Quality Anaylist | Calltronix Kenya Limited
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