

Caleb Mithamo Mumbi

Customer Expert/Tech Support

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Nairobi Kenya

WORK EXPERIENCE

Teleperformance
2021 - Current

Customer Expert

Logged call information and solutions provided into internal database.
Resolved concerns with products or services to help with retention and drive sales.
Assisted call-in customers with questions and orders.
Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
Analysed customer feedback for process improvements to achieve long-term business objectives.
Trained new employees on best practices and customer care procedures to eliminate inefficiencies.

M-Kopa Solar
2019 - 2021

Customer Experience Associate

Responded to customer needs through competent customer service and prompt problem-solving.
Navigated multiple computer systems and applications to find information.
Analysed customer feedback for process improvements to achieve long-term business objectives.
Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
Logged call information and solutions provided into internal database.
Resolved concerns with products or services to help with retention and drive sales.

EDUCATION

Jomo Kenyatta University
March 2018 - Oct - 2018

Network & System Administration

Developed core skills in managing and maintaining computer networks, including the design and configuration of network systems, troubleshooting network issues, and ensuring system security. Gained practical experience with network hardware and software, and learned the essentials of server administration and network infrastructure management.

Catholic University
2016 - 2018

Computer Science

Acquired foundational knowledge in computer science principles, including programming, algorithms, and software development. Focused on learning multiple programming languages, database management, and data structures. Also developed problem-solving skills, critical thinking, and an understanding of computer systems architecture.

SKILLS

Frontend Developer
Technical Support
Customer success
Inbound and Outbound Customer Service
Problem Solving
Effective Communication
Coding

LANGUAGE

English
Swahili

WORK TOOLS

Microsoft Tools
Slack
Zoom and Google meet
Freshdesk and Freshchat
Lark
Zendesk

REFERENCES

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