

INGABIRE FANNY

Customer Care Executive

As a customer care representative with a background in tech, I have developed strong communication and problem-solving skills while providing excellent customer service. I am now seeking a role in tech support where I can apply my technical knowledge and expertise to provide effective solutions to customers' technical issues. I am highly motivated, quick to learn, and committed to delivering exceptional service.


EDUCATION

Bachelor's Degree
Business Information Technology
University Of Kigali | 2019 - 2023

LANGUAGE

Native Kinyarwanda.
Advanced English.

 ingabirefany7@gmail.com

 0789153222

 Kigali, Rwanda

WORK EXPERIENCE

Customer Care Executive

ISON Experiences | MTN Rwanda Process

2021 Dec - Now

- Consistently manage high-volume incoming calls and effectively navigate customers to the appropriate departments, resulting in a streamlined customer experience.
- Recognized for being a strong team player, collaborating with colleagues to provide top-notch customer service and exceed departmental goals.


SKILLS

- Avaya one-X Agent
- Microsoft Word
- Excel sheet
- Power Point
- Customer service.
- Problem Solving
- Computer skills
- Overachieving attitude.
- Verbal communication skills.
- Written communication skills.
- Friendly.
- Adaptable.
- Patience.

REFERENCE

TWAHIRWA Paul

Human Resource Officer | ISON Experiences

 0788314846