

DORCAS LUMADI SHIKANDA
P.O Box 29010-00625 Nairobi

Tel: +254 768 807 767 | E-mail: lumadidorcas223@gmail.com

CAREER PROFILE SUMMARY

Enthusiastic and customer-focused professional with a Certificate Level 1 in Office Operations and Front Office from Bridge College, Kenya. Recent experience includes a role as a Customer Support Agent at WINSPACE Casino, where I managed client inquiries, resolved complaints, and improved customer satisfaction scores. Proven track record in enhancing Net Promoter Scores (NPS) and Customer Effort Scores (CES) through effective communication and issue resolution. Previously worked as a Cashier at KABS MART Supermarket, where I excelled in handling customer inquiries, maintaining positive relationships, and achieving a 5-star satisfaction rate. Adept at managing transactions and building rapport with clients, with a strong commitment to delivering exceptional front office and customer service.

EDUCATION AND PROFESSIONAL BACKGROUND

- Bridge College, Kenya: **Certificate Level 1 in Office Operations, Front Office** (September 2022 - March 2023).
- Mudavadi Girls High School: **Kenya Certificate of Secondary Education (KCSE)** (2016 - 2019).
- Tembo Court Primary School: **Kenya Certificate of Primary Education (KCPE)** (2004 - 2015).

KEY SKILLS AND COMPETENCIES ACQUIRED

- **Customer Service Excellence:** Proven ability to manage client inquiries, resolve complaints, and build positive relationships to enhance customer satisfaction.
- **Front Office Operations:** Experienced in handling front desk duties, coordinating customer interactions, and managing office procedures.
- **Effective Communication:** Skilled in conveying information clearly, following communication protocols, and improving customer experience through detailed interactions.
- **Problem Resolution:** Capable of addressing and resolving customer issues promptly, building trust, and ensuring a positive experience.
- **Cash Handling:** Proficient in managing cash transactions, balancing registers, and ensuring accuracy in financial dealings.
- **Customer Relationship Management:** Adept at establishing and maintaining strong relationships with customers to foster loyalty and satisfaction.
- **Customer Satisfaction Measurement:** Experienced in conducting surveys and using feedback to enhance service quality and improve customer satisfaction scores.
- **Organizational Skills:** Efficient in coordinating tasks, managing front office operations, and maintaining accurate records and transactions.

WORKING EXPERIENCE

WINSPACE Casino
Customer Support Agent; April 2023 - November 2023
Key contributions

- **Enhanced Customer Satisfaction:** Successfully resolved 95% of client inquiries and complaints,

contributing to a noticeable improvement in customer satisfaction.

- **Boosted NPS:** Conducted targeted surveys that led to a 5% increase in Net Promoter Score (NPS), reflecting improved customer loyalty.
- **Improved CES:** Implemented communication protocols that enhanced the Customer Effort Score (CES) by streamlining support processes and reducing customer effort.
- **Issue Resolution:** Resolved complex customer issues within an average of 24 hours, building stronger rapport and trust with clients.
- **Transaction Accuracy:** Assisted in the accurate coordination of over 1,000 customer interactions and transactions, ensuring high-quality service delivery.

KABS MART Supermarket

Cashier; January 2021 - April 2022

Key contributions

- **Exceptional Customer Service:** Handled over 100 customer inquiries and complaints per day, achieving a consistent 5-star customer satisfaction rate.
- **Effective Relationship Management:** Built and maintained positive relationships with customers, leading to increased repeat business and customer loyalty.
- **Accurate Cash Management:** Managed cash transactions and balanced cash registers with 100% accuracy at the beginning and end of shifts.
- **Operational Efficiency:** Implemented improvements in checkout processes, reducing average transaction times by 15%.
- **Enhanced Sales Performance:** Contributed to a 10% increase in sales through effective upselling and cross-selling of products.

REFEREES

Mr. Nyaberi Brian

Human Resource Manager, KABS MART Supermarket

P.O. Box 2025-00101, Nairobi, Kenya

Tel: +254 757 401 136

Email: nyaberibrian@gmail.com

Mrs. Josephine Mideva

Supervisor, KABS MART Supermarket

P.O. Box 102028-00200, Nairobi, Kenya

Tel: +254 723 973 491

Email: josephine.mideva@gmail.com

Mr. Sidney Rema

Team Leader, WINSPEACE Company

P.O. Box 10325-00102, Nairobi, Kenya

Tel: +254 702 424 373

Email: sidneyrema@gmail.com