

JEFFERSON MUSUMBI NDEKE

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[GitHub](#) | [LinkedIn](#)

Professional Summary

Results-oriented Contact Centre Agent with a proven and verifiable record of delivering exceptional customer service in fast-paced and demanding environments. Possesses excellent communication skills and a strong ability to build rapport with customers to ensure their satisfaction and loyalty. Demonstrates a proficiency in managing high call volumes while maintaining a professional and empathetic approach to exceed key performance targets consistently.

Education

Bachelor of Economics & Statistics 2023

University of Nairobi - Nairobi

Kenya Certificate of Secondary Education 2017

Alliance High School – Kikuyu

Experience

Customer Service Representative Sep 2022 to Current

Solar Panda - Nairobi, Kenya

- Handling inbound and outgoing calls to provide prompt and on-the-spot responses to customers' inquiries and concerns.
- Recording client interactions in the Customers Management Relationship system to guarantee consistent service delivery.
- Responding to sales leads from the field in order to verify new customers' information and satisfaction with the service provided.
- Following through on communication scripts and translating as needed to provide excellent customer service.

R-Shiny Developer Feb 2022 to Current

Freelancer - Upwork

- Building applications and Dashboards with R-Shiny
- Data wrangling and manipulations using Dplyr and Reshape packages
- Data visualizing, engaging modeling and time series data using ggplot and Echarts4r
- Producing smart documents, reports and presentations with R-markdown
- Customizing UI/UX with Cascading Style Sheets (CSS)

Main Campus Christian Union - Nairobi, Kenya

- Answered inbound telephone calls promptly, directing speakers, members and general queries to relevant teams.
- Created accurate reports using Microsoft Excel spreadsheets.
- Dealt with confidential and sensitive data and appropriately maintained records.
- Designed appropriate mobilization tools and publicity campaigns.

Core Qualifications

- Attention to details
- Emotional stability and empathy
- Great communication skills
- Data Analysis skills
- Call centre experience
- CRM Capture

Referees

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