

MUTHONI RUNJI

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Areas of Expertise

Virtual Assistant
Telephone Handling
Product Knowledge
Project Enrollment
Performance Management
Survey Administration
Conflict Resolution & Escalation
Customer Service
Documentation
Reporting
Needs Analysis
Account Management
Upselling & Cross-Selling
Quality Assurance
Rapport Building
MS Suite

environment.

WORK EXPERIENCE

GiveDirectly Kenya | 10/2020 – 06/2022

Call Center Agent, Remote

Overall Purpose: Responsible for ensuring that GiveDirectly recipients receive gold-standard customer support while leveraging the Vicidial call center platform to ensure prompt and effective assistance.

Telephone Handling

- Made outbound calls to follow up with customers after they received transfers, ensuring their satisfaction and addressing any concerns they may have.

Product Knowledge

- Provided customers with comprehensive product and service information, answered inquiries, and addressed any questions or concerns.

Project Enrollment

- Enrolled individuals in upcoming projects and initiatives, and followed up with them via calls to ensure their participation and engagement.

Performance Management

- Met and exceeded performance targets for call quality, productivity, and customer satisfaction metrics.

Survey Administration

- Conducted telephone surveys to ensure recipients have received their transfers with no issues.

Conflict Resolution & Escalation

- Resolved customer complaints effectively and efficiently, striving for positive outcomes and maintaining high levels of customer satisfaction.

EDUCATION

Certificate in Virtual Assistant
ALX AFRICA | July 2024-August 2024

Diploma in Cabin Crew | Skylink
Flight Services | 2014

Certificate in Public Relations |
University of Nairobi | 2012

Customer Service

- Addressed recipient inquiries, concerns, and complaints with empathy and efficiency.

Documentation

- Captured the interaction between the CCA and the recipients accurately without omissions and distortion.
- Collected, confirmed, and captured any new information from the calls.

Reporting

- Provided feedback to management on common issues, trends, and opportunities for improving donor and beneficiary experiences.

Achievements:

- Contributed as part of the team responsible for enrolling and following up on 30,000 recipients for the COVID program.
- Participated in the team that enrolled 1,000 recipients for the organization's first Refugee program.
- Enrolled and followed up on 25,000 recipients of the slum projects.
- Conducted field enrollment for Somali and Oromo speakers, in collaboration with the translators.

Gimbet Kenya | 02/2020 - 07/2020

Call Center Agent

Overall Purpose: Responsible for providing outstanding customer service and support to Gimbet Kenya's clients while leveraging the Jitsi platform to resolve inquiries and concerns efficiently and effectively.

- Handled both inbound and outbound calls efficiently to address customer queries and concerns.
- Proactively informed customers about new offers and promotions tailored to their interests and preferences.
- Assisted customers in placing bets over the phone and guided them through the process as needed.
- Monitored and analyzed customer betting patterns and behaviour to identify trends and opportunities for personalized assistance.
- Proactively sought feedback from customers regarding

Other Positions Held:

- O Waitress | Java House Africa | 07/2015 – 08/2016
- O Customer Service | Young Aviators Club of Africa | 06/2013 – 10/2014

REFERENCES

Mr. Nicholas Rono
Field Manager
GiveDirectly Kenya
Tel: +254 719 221 925

Mr. Vincent Maruga
Supervisor
Gimbet Kenya
Tel: +254 701 939 479

Mr. John Wanyonyi
Manager
Tucheze Bet
Tel: +254 725 703 753

- Maintained confidentiality of customer information and adhered to data protection regulations at all times.
- Documented and reported feedback to the relevant departments for continuous improvement and development of strategies to enhance customer satisfaction.

Tucheze Bet | 11/2017 – 11/2018

Call Center Agent

Overall Purpose: Responsible for ensuring exceptional customer service through telephone interactions.

- Answered inbound calls promptly and courteously, maintaining a professional demeanor at all times.
- Explained company policies and procedures to customers, ensuring they had a clear understanding of Tucheze Bet's guidelines.
- Provided accurate information on betting procedures, odds, and regulations, ensuring a clear understanding of the betting process.
- Responded to customer inquiries regarding Tucheze Bet products and services, providing accurate information and assistance.
- Engaged customers effectively to stimulate interest in the company's products and services.
- Provided personalized customer service by understanding and addressing individual customer needs and concerns effectively.
- Followed up on customer complaints and concerns to ensure timely resolution and maintained high levels of customer satisfaction.
- Conducted customer surveys to identify areas for improvement and gathered feedback on Tucheze Bet's services.
- Provided resolutions for customer complaints or escalated unresolved issues to the call center manager and technical team as necessary.
- Managed the customer database, including updating customer information, recording complaint details, and tracking the status of resolutions to ensure swift and satisfactory outcomes.