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CAREER SUMMERY

An enthusiastic, self-motivated, and organized professional looking to obtain the position of a Software Developer by utilizing my experience in customer service and satisfaction and by applying my coding skills.

WORK EXPERIENCE

BcForward, Customer Service Representative, (03/2021 to 06/2021)- Worked remotely for the state of Maryland's department of Unemployment Insurance by answering customer questions regarding their unemployment benefits.

Charter Communications, Customer Service Representative, (09/2019 to 10/2020)-Handled 30+ customer interactions per day. Gave detailed, personalized, friendly & polite service to ensure customer retention by memorizing company products and services to be able to answer all customer questions quickly and efficiently and make relevant upsells.

Nordstrom, Logistics Specialist, (04/2018 to 01/2019)- Performed a range of shipping, receiving and inventory control duties, including loading and unloading of trailers, replenishing stock, and fulfillment of web orders and buy-online-pick-up-in-store orders.

Ralph Lauren Corporation, Intern Data Analyst (04/2017 to 08/2017)-Created and implemented a plan to upsize an Access database to 2014 Microsoft server, which would subsequently improve data storage and data retrieval speed.

Delta Air Lines, Flight Attendant (03/2015 to 03/2016)-Actively used my interpersonal skills to initiate one-on-one customer interactions, while maintaining a jovial and welcoming demeanor on-board and ensuring passenger safety and comfort.

Homewatch Care Givers of the Triangle, Certified Nursing Care Assistant I (06/2010 to 03/2015)- In charge of conceptualizing and creating activities that motivated clients to live a healthy lifestyle.

SKILLS AND QUALIFICATIONS

- Fluent in both English and Swahili with excellent written and oral communication skills.
- 5+ years of customer service experience, most of which was face to face and partly over the phone in a call center.
- Ability to work in a group by recognizing the importance of communication, honesty and trust.
- Adept at quickly learning and adapting to new changes and prepared and eager to take on new responsibilities.
- Dedicated and focused at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals.

EDUCATION

North Carolina State University, Raleigh, NC (05/2012 to present)-Pursuing a bachelor's degree in Science, Technology and Society with a minor in Computer Science.

Durham Technical Community College, Durham, NC (08/2010 to 05/2012)-Obtained an associate degree in Science.