

CURRICULUM VITAE

PERSONAL INFORMATION

Name: Mary Wanjiru

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Summary:

I've worked for **Telescope Services AB Sweden** for more than 6 years where I'm involved in customer support and I'm also involved in **Product Support** for a **US based company** (xFusion.io) in the **SaaS** industry.

WORK EXPERIENCE AND ADDITIONAL SKILLS.

November 2020 – To 2023 **Product Support Engineer** at xFusion.io (Working remotely)

Responsibilities:

- Using **Help Scout** to provide first-tier support by responding to customer queries in a timely, empathetic and accurate manner.
- Ability to document, track and monitor a problem/issue to a timely resolution.
- Ability to work productively with little supervision.
- Solving customers problems and helping them find a solution.
- Going through customers' requests, confirming full understanding before addressing concerns.
- Assist users with customization requests involving **HTML/CSS**.
- Assist with keeping internal and customer-facing support documentation up to date.
- **Writing support articles** for frequently asked questions.
- Maintain established metrics and high customer satisfaction ratings.
- Working with **Shopify Apps**

Technologies used include **Help Scout, Slack, Google drive, Zoom for meetings.**

December 2016 – To 2023: Competence Manager, Customer support, data handling at Telescope Services AB Sweden (Working remotely)

Technologies used include **Slack, Google drive, Zoom, Trello** collaboration tool that organizes projects into boards, **Salesmate CRM SW** and **Microsoft Suite (Office, Outlook, Excel, Word).**

Responsibilities:

- Working as technical recruiter in international recruitment with skills in qualifying, interviewing, reference checking, and salary/offer negotiations.
- Managing the candidate's pool by identifying and using multiple talent channels, including but not limited to (social networking sites, career tools, internal posting, referral systems and external job –boards. **Our candidates are from all over the world** including **India, Mexico, Africa, Brazil, Sweden, Colombia, Venezuela, Ukraine** among others.
- Involved in full lifecycle of recruiting including searching, qualifying, scheduling interviews, testing candidates using codility tests, **rate negotiations, and closing.**
- Well versed with recruiting Head Hunting.
- As an expert in this market I have developed a unique and comprehensive insight into the local and global marketplaces in which I operate, working as a key recruitment partner with employers and candidates to deliver market leading recruitment solutions.
- Effectively maintaining and managing the company's database including and not limited to adding information to the database, updating the database with new information and ensuring there is no redundant information in the database.
- Responsible for training juniors
- Strong client interaction.
- Also tasked with adding/importing company's data to the database
- Able to work independently to achieve goals as well as in a team.
- Self-disciplined and result-oriented, capable of undertaking and completing all assigned tasks. Success driven with a proven track record of meeting and exceeding both management and customer goals in a fast paced and rapidly changing environment.
- Formulation and implementation. Managing external recruitment activities as per client's requirements i.e. Job briefing, C.V and application screening, conducting oral interviews, providing shortlist, scheduling interviews and extend offers.
- My team comprises **Mexicans, Indians, Kenyans, Swedes, Colombians, Argentinians**, with our employer based in **Sweden**. Notably, we are in different timezones and we rhyme very well.
- Technical sales
- Supporting in consultant relocation process
- Attend **virtual meetings using Zoom, Google meet or Skype**

August 2016 - November 2016: Software Developer intern at Kenya Industrial and Allied Safety Services.

Responsibilities

- Working on an E.R.P system (Lantern E.R.P) where I was tasked with development of both the frontend and the backend of the Human Resource App and Employee Portal App of the E.R.P system. Development done using Python, Django.
- Assistance to the technical Head for the projects.

- Designing new programs as per the requirements.
- Coordinating with the clients regarding their requirements.
- Languages used include **Html5, CSS, Python, Django** programming languages
- Tools include: Microsoft office, SQL databases

May 2016-July 2016: Industrial Trainee at Kenya Industrial and Allied Safety Services.

Responsibilities

- Working on an E.R.P system (Lantern E.R.P) where I was tasked with development of both the frontend and the backend of the Human Resource App and Employee Portal App of the E.R.P system. Development done using Python, Django.
- Assistance to the technical Head for the projects.
- Designing new programs as per the requirements.
- Coordinating with the clients regarding their requirements.
- Languages used include **Html5, CSS, Python, Django** programming languages
- Tools include: **Microsoft office, SQL** databases

May 2013 - September 2013 Gakurari Secondary School, working as a Peer Teacher

Duties:

- Teaching (Physics, Mathematics and Computer Studies), mentoring students to learn computer skills and in-charge of computer lab.
- Preparing teaching materials and schemes of work
- Setting and marking examinations

March 2012 – September 2012 Gakurari Secondary School working as a Peer Teacher

Duties:

- Teaching (Physics, Mathematics and Computer Studies), mentoring students to learn computer skills and in-charge of computer lab.
- Preparing teaching materials and schemes of work
- Setting and marking examinations

ACADEMIC QUALIFICATIONS

2012 - 2016: Karatina University

Qualification: Bachelor of Science Computer Science

Grade: Second Class Honours Upper Division.

2008 - 2011: Gakurari Secondary School

Qualification: Kenya Certificate of Secondary Education (K.C.S.E)

Grade: A-(minus) 75 points

2000-2007: Magogoni Primary School

Qualification: Kenya Certificate of Primary Education (K.C.P.E)

Grade: (356/500 marks)

TECHNICAL SKILLS

- Software packages: PHP, html5, CSS, Microsoft office, python, Django.
- Software installation and maintenance.
- Installation of windows operating system
- Hardware repair and maintenance.
- LAN networking.
- User support.
- SQL databases.
- Data handling.
- Management
- Teaching