

# EMMANUEL IMANI WALELA

## Customer Service Representative (5+ years experience)

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Nairobi, Kenya

### Portfolio

Dedicated customer service and sales professional with 5+ years of experience delivering exceptional support and driving revenue growth. Specialized knowledge in solar energy products with a proven track record of building customer relationships, resolving complex issues, and effectively communicating product benefits. Known for patience, empathy, and the ability to adapt quickly to changing business needs while maintaining high customer satisfaction rates.

## TECHNICAL SKILLS

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**Customer Service** : Solar Product Knowledge, Customer Needs Assessment, Conflict Resolution, Active Listening, Cross-Selling Techniques

**Communication** : Written Communication, Verbal Communication, Multi-channel Support, Documentation, Follow-up Procedures

**Technical** : CRM Documentation, Problem-Solving, Adaptability, Microsoft Office Suite, Knowledge Base Management

**Soft Skills** : Patience, Empathy, Time Management, Teamwork, Stress Management

**Industry Knowledge** : Solar Energy Systems, Renewable Energy Products, Service Level Agreements, Quality Assurance Standards

**Languages** : English (Fluent), French (Native)

## EXPERIENCE

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### Senior Customer Service Representative | Solar Solutions Inc.

Jan 2020 - Present

*Solar Energy Customer Support and Sales*

City, State

- Served as subject matter expert for solar energy products, conducting over 200 customer consultations monthly with a 95% satisfaction rating
- Increased cross-selling of additional services by 27% through personalized product recommendations based on customer needs
- Maintained detailed documentation of all customer interactions, resulting in 30% faster resolution times for follow-up inquiries
- Resolved complex customer concerns with a 98% first-contact resolution rate, reducing escalations by 40%
- Received "Customer Service Excellence" award for three consecutive quarters

*Technologies: CRM Systems • Solar Energy Product Knowledge • Customer Relationship Management • Sales Techniques • Documentation Systems*

### Customer Service & Sales Associate | Energy Retail Group

Mar 2018 - Dec 2019

*Energy Retail Customer Support*

City, State

- Handled an average of 50 customer inquiries daily, maintaining a customer satisfaction score of 4.8/5
- Exceeded sales targets by 15% through effective needs assessment and solution presentation
- Implemented a new approach to customer follow-up, resulting in a 22% increase in repeat business
- Collaborated with management to develop improved documentation procedures for customer interactions
- Recognized for ability to de-escalate difficult situations and turn negative experiences into positive outcomes

*Technologies: CRM Systems • Energy Product Knowledge • Customer Service Platforms • Sales Tools • Documentation Systems*

### Customer Service Representative | Retail Solutions Company

Jun 2016 - Feb 2018

*Retail Customer Support*

City, State

- Provided frontline customer support for a high-volume retail operation, handling both in-person and phone inquiries
- Consistently achieved 90%+ quality assurance scores on customer interaction evaluations
- Participated in sales training program, resulting in \$10,000 additional monthly revenue through upselling

- Adapted quickly to three major system changes, helping train five new team members on updated procedures

*Technologies: Retail POS Systems • Customer Service Platforms • Sales Tools • Training Systems*

## KEY SKILLS

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- Solar Product Knowledge
- Customer Needs Assessment
- Conflict Resolution
- Active Listening
- Cross-Selling Techniques
- CRM Documentation
- Problem-Solving
- Adaptability
- Written Communication
- Verbal Communication

## CERTIFICATIONS

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**Advanced Customer Service Excellence** - (2020)

**Sales Techniques for Renewable Energy Products** - (2019)

## EDUCATION

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**Bachelor of Science Software Development** - KCA University

2016