

CHARLOTTE MUTHONI MWANGI

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CAREER OBJECTIVE

A highly motivated and customer-focused professional seeking a digital customer service role where I can contribute to the realization of the company's goals through my commitment to providing exceptional service, resolving issues, and ensuring customer satisfaction.

EDUCATION BACKGROUND

2017 September - 2023 April

Kirinyaga University

Bachelor's Degree in Computer Science

2012 January -2016 December

Kahuhia Girls High School

Kenya Certificate of Secondary Education

PROFFESIONAL DEVELOPMENT

May 2023 – June 2023

Generation Programme Kenya

Digital Customer Service Programme

WORK EXPERIENCE

March 2021 - November 2021

Deep Africa Limited, Thika

Sales Agent

Roles

- Provided introductory information to new customers, ensuring a smooth onboarding process.
- Ensured customer satisfaction by addressing inquiries, resolving issues, and following up on their experience.
- Proactively informed customers about additional products or services, driving sales and fostering customer loyalty.
- Employed strong analytical and problem-solving skills to determine efficient solutions for customer queries.
- Collaborated with cross-functional teams to find appropriate resolutions, escalating complex issues when necessary.

March 2018-October 2018
Waitress

Mountain Valley Resort, Kirinyaga

Roles

- Greeted and seated customers promptly, ensuring a warm and welcoming dining experience.
- Demonstrated excellent interpersonal and customer service skills, taking orders and providing menu recommendations.
- Accurately and efficiently relayed food and beverage orders to the kitchen staff, ensuring timely delivery.
- Responded promptly to customer inquiries, resolving concerns, and accommodating special requests.
- Proactively checked in with customers during their dining experience, ensuring satisfaction and addressing any issues.
- Handled cash transactions and processed payments accurately, maintaining a high level of attention to detail.

SKILLS

- Excellent interpersonal and customer service skills, providing attentive and personalized service.
- Strong multitasking abilities, effectively managing multiple tables and prioritizing tasks.
- Skilled in problem-solving, addressing customer concerns, and finding suitable resolutions.
- Team player, collaborating with kitchen and bar staff to deliver a seamless dining experience.
- Attention to detail, ensuring accuracy in order taking and payment processing.
- Ability to work in a fast-paced environment, maintaining composure and efficiency.
- Friendly and approachable demeanor, creating a positive and welcoming atmosphere.
- Strong communication skills, effectively conveying information and taking customer orders.

REFEREES

Dorcas Njeri

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