

GRACE WANZA NDAKA

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PERSONAL PROFILE STATEMENT

A motivated, adaptable and responsible journalism graduate seeking to achieve success in the journalistic field through her skills, techniques and experience. I have a methodical, customer-focused approach to work and a strong drive to see things through to completion.

With one year experience as a customer service representative, I possess a mastery of customer database management which would come in handy in achieving your organizational goals and objectives

SKILLS

- Knowledge of principles and procedures for reporting, interviewing, presenting and editing.
- Knowledge of basic studio operations like photography, video recording and studio lighting and arrangement.
- Strong ability to read and understand information presented in writing.
- Proficiency in MS Office suite of packages.
- Excellent oral and verbal communication skills.
- Excellent market and industry knowledge in customer service.
- Good interpersonal skills.
- Effective planning and organizational skills.
- Ability to interact with a diverse group of people.

EDUCATION

2018 September- 2019 August St Paul's University
Diploma in journalism

Masinga Girls' Secondary School
Kenya Certificate of Secondary Education -KCSE

Kamenu Primary School
Kenya Certificate of Primary Education - KCPE

WORK EXPERIENCE

October 2020-July 2021 Customer Service Agent at CCI KENYA

Duties and responsibilities.

- Made and received customer fulfillment calls, follow up and cold calls.
- Gave transfers to the senior Agent/ supervisor.
- Responded promptly to customer inquiries.
- Handled and resolved customer complaints.
- Processed orders, forms, applications and requests.
- Obtained and evaluated all relevant information to handle product and service inquiry.

ACHIEVEMENTS

- Attracted 130 potential customers by efficiently answering product and service questions.
- Implemented customer service policies and procedures reducing negative feedback by 5%

HOBBIES

I enjoy reading and writing non-fiction books, travelling, cycling and socializing with friends and family.

REFERENCES

REV. LUKE ODHIAMBO

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