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**CURICILLUM VITAE**

**CAREER**

A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner he is service orientated professional who is very confident when handling enquiries, complaints, and communications. He is a team player, who is able to work to timely demands and effectively manage multiple workloads.

**Personal Attributes**

Credibility : Reliable, considerate, Trustworthy and Friendly.

Goal Oriented : Optimistic, desire to achieve, and action attainable objectives.

Flexibility : Ability to adjust to new changes, adapts and be able to solve problems.

Sociable : Able to interact, communicate and associate freely with other people.

Innovative : Ability to come up with new ideas and face new ideas too.



**EXPERIENCE**

Organization Designation Duration

Customer Service Agent 2016 Jan - 2016 June

Responsibilities

* Deal directly with customers either by telephone, electronically or face to face.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints.
* Process orders, forms, applications and requests.
* Prepare and distribute customer activity reports.
* Maintain customer databases.

Organization Designation Duration

Orchid Vue Hotel Customer Service 2015 Jan – 2015 September

Responsibilities

* Making a professional impression on visitors, callers and customers.
* Recording and analyzing data from customer complaints to identify recurring problems and limit repeat complaints.
* Scheduling and coordinate appointments.
* Assigned the tasks of responding to customer queries and concerns.
* Communicate and coordinate with internal departments.

Organization Designation Duration

Crate Automobile Ltd Customer Service 2011 May – 2014August

Responsibilities

* Effectively manage and solve customers complains.
* Feed and update customers’ information in the system.
* Discuss goods or services information with customers
* Maintain financial or account records
* Refer customers to appropriate personnel

Organization Designation Duration

Huntsman Travelling Agency Marketing Assistant2010 January – 2010 July

Responsibilities

* Organizing data and gathering information.
* Provide status reports to management.
* Support staff in assigned projects.
* Developed and maintained departmental reports.
* Provided internal customer service fielding questions and concerns.



**EDUCATION**

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| **AWARD** | **INSTITUTION** |
| Diploma in Telecommunication Engineering | **Kenya Polytechnic University College** |
| A+ Certification: Essentials Support Skills | **Computer Pride** |
| Kenya Certificate of Secondary Education. | **Menengai High School** |



**TECHNICAL SKILL**

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| Computer Applications | Microsoft packages (Word. Excel, Access, PowerPoint) |

Hobbies

Playing Basketball,Swimming,Traveling

**Reference**

Available upon Request

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| **John Kariuki Wachira – 1850808**  To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have  short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on email: [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidate first to ensure their availability for your job  and send you the quotation for our HR Consulting Fees. |