

CURRICULUM VITAE

KELLY OTIENO OWINO

00900-100 KENYA

NAIROBI, KENYA

+254 743115506

KELLYOTIENO35@GMAIL.COM

OBJECTIVES:

Dedicated and experienced customer service professional with a proven track record of delivering exceptional support to customers. Seeking to leverage my skills and expertise in a challenging customer service role.

EDUCATION BACKGROUND

- 2021 -2022 Kiambu Institute of Science and Technology

Diploma in Building Technology

- 2018-2021 Kenya Technical Trainers College

Craft Certificate in Building Technology

- 2014- 2017 Kijabe boys' high school

Kenya Certificate of Secondary Education

- 2006-2013 Muthaiga Primary School

Kenya Certificate of Primary Education

SUMMARY OF QUALIFICATIONS:

- 8 months of experience in customer service roles.
- Proficient in handling customer inquiries, resolving complaints, and providing product information.
- Excellent communication skills, both verbal and written.
- Strong problem-solving abilities and a customer-focused approach.
- Ability to multitask and thrive in a fast-paced environment.

EXPERIENCE:

Customer Service Representative

Call Center International, Nairobi, Kenya

July 2023 – February 2024

- Respond to customer inquiries via phone, email, and live chat in a timely and professional manner.
- Address customer complaints and resolve issues to ensure customer satisfaction.
- Provide product information, pricing details, and assistance with order processing.
- Collaborate with other departments to expedite resolutions and escalate complex issues when necessary.

Call Center International, Nairobi, Kenya

July 2023 – February 2024

- Assisted customers with product selection, troubleshooting, and technical support.
- Processed returns, exchanges, and refunds according to company policies.
- Conducted follow-up calls and surveys to gather feedback and measure customer satisfaction.
- Identified opportunities for process improvements to enhance the customer experience.
- Trained new employees on customer service procedures and best practices.

SKILLS:

- Excellent communication skills
- Strong problem-solving abilities
- Customer-focused approach
- Multitasking capabilities
- Team player