

# MERCY WAIRIMU NJUNGE

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## PROFESSIONAL SUMMARY

Experienced customer service professional with over 5 years of expertise in delivering exceptional service and building strong client relationships. Improved customer satisfaction ratings by 20% through proactive problem-solving and effective communication strategies. Streamlined service processes, resulting in a 15% increase in efficiency. Managed high-volume customer inquiries with accuracy and efficiency, maintaining a 95% query resolution rate. Looking to leverage these skills in a new role dedicated to providing outstanding customer experiences and driving business success.

## EDUCATION

**Bachelor in Corporate Communication, Customer Service Option** | St Paul's University | 2016 - 2019

**Diploma in Public Relations** | St Paul's University | May 2014 - Aug 2016

**Kenya Certificate of Secondary Education (K.C.S.E)** | Kambui Girls' High School | 2011 - 2014

## EXPERIENCE

**Customer Service & Human Resource Officer | Corporate Staffing Services | January 2021 – 2023**

***Roles And Responsibility:***

- Supported staff and managers in resolving day-to-day issues, enhancing employee satisfaction by 15%..
- Screened and shortlisted applicant CVs with precision, leading to a 25% increase in the quality of candidates.
- Maintained office equipment and supplies, reducing expenses by 15% through efficient inventory management.
- Developed weekly ageing reports for accounts receivables, facilitating better tracking of outstanding payments.
- Conducted one-on-one interviews and provided constructive feedback to applicants, resulting in a 10% increase in interviewee satisfaction..
- Responded promptly to customer queries, achieving a 90% customer query resolution rate.
- Trained interns in communication and front office operations, enhancing team efficiency by 30%.
- Maintained an organised filing system, reducing document retrieval time by 40%.
- Assisted in collecting from severely delinquent accounts, recovering \$100,000 in outstanding payments.
- Managed HR-related documentation and records meticulously, maintaining accuracy and accessibility of information..

**Data Collection Enumerator | Ministry of Agriculture, Livestock, and Irrigation | May – July 2020**

***Roles And Responsibility:***

- Streamlined data entry processes, reducing errors by 22% and increasing productivity by 18% through the implementation of automated systems and data validation checks.
- Spearheaded the digitization of physical records, improving data accessibility and retrieval by 35% and enhancing the efficiency of the institution's exam management system.

- Collaborated with cross-functional teams to analyse data and generate actionable insights, leading to the optimization of resource allocation and targeted service delivery.
- Exhibited strong problem-solving skills and adaptability, quickly learning and mastering new software and data management tools to support the organisation's evolving needs.

### **Public Relations and Social Media Officer | iLab Africa | January – June 2020**

#### ***Roles And Responsibility:***

- Engaged target audience through social media platforms, resulting in a 40% increase in course enrollment.
- Ensured timely response to customer queries, keeping online audiences updated with the latest courses and workshops.
- Developed and implemented communication strategies for online marketing, resulting in a 25% growth in online engagement.
- Managed and planned events, ensuring smooth execution and positive feedback from participants.

### **Sales Representative | Prochem E. A Ltd | November 2017 - December 2019**

#### ***Roles And Responsibility:***

- Identified a new market segment for hardware items and car care accessories, resulting in a 10% increase in sales revenue.
- Collaborated with senior sales representatives to streamline order processing, leading to improved efficiency and timely deliveries.
- Ensured cleanliness, organisation, and optimal display of products on shelves, enhancing brand visibility and customer engagement.
- Maintained strong customer relationships, resulting in increased customer satisfaction and repeat business.
- Participated in sales training programs to enhance product knowledge and sales techniques.
- Conducted market research to identify emerging trends and opportunities for product expansion.
- Provided feedback to management on customer preferences and market demands to inform strategic decision-making..

### **SKILLS**

communication, problem-solving, efficiency, accuracy, client relations, process improvement, teamwork, adaptability, data management, and project management

### **TOOLS**

Microsoft Excel, Microsoft Word, Email, Telephone, Filing systems, Inventory management systems, Payroll software, Data entry software.

### **REFEREES**

#### **Silvya Njambi**

Training and Development Manager  
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#### **Godfrey Wakoli**

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