

MARYANNE MWANGI

Nationality: Kenyan

Date of birth: 01/05/1990

Tel: +254 728743252

Email: maryannewanjirum@gmail.com

PROFESSIONAL SUMMARY

Dedicated and focused Administrative Support / Customer Support Specialist who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve projects goals. Seeking a role of increased responsibility and authority in a growth-oriented company.

SKILLS

- Transcription
- Captioning
- Customer Service
- Data entry
- Project management
- SaaS
- CRM
- Documentation and reporting
- Proofreading

WORK HISTORY

Freelance Transcriptionist Rev.com

09/2021 to Present

- Providing accurate audio and video transcriptions/captions that meet the company's high level of standard.
- Maintained an outstanding record of delivering claimed projects before due time.

Customer Support Representative Safaricom LTD | Nairobi

09/2017 to 07/2021

- Handled 130+ call and emails per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction.
- Memorized all company products and services to be able to answer customer questions quickly and efficiently.
- Proficient in video conferencing platforms such as Zoom, Hangouts and Skype, able to communicate with customers across a variety of channels.
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 98% rate.
- Remained courteous and calm at all times, even during moments of intense customer displeasure.

- Analyzed trends and provided recommendations to management regarding quality of service such as speed of resolution.
- Maintained up-to-date knowledge of competitor products and pricing in market served.
- Collect and use customer feedback to implement continuous improvements and exceed company goals in collaboration with the upper management.

MEDIA ANALYST

01/2016 to 09/2017

Reelforge Systems Limited | Nairobi

- This involved collecting raw news data, deciphering, analyzing and presenting it in a coherent format for corporates interested in evaluating their publicity in the media.
- I was responsible for conducting research to produce media evaluation reports based on how often a product or service was mentioned in the media industry.
- Proved successful working within tight deadlines and fast-paced atmosphere.

SALES ASSISTANT

12/2014 to 02/2015

Uniform Distributors Ltd

- Entry of data regarding the delivered merchandise to the shops computer system.
- Dealing with customers complaints and reporting any discrepancies to the supervisor.
- Stock control and management.

CALL CENTER AGENT

03/2014 to 11/2014

Horizon Contact Center | Nairobi

- Review of the Google Autofill service before it was rolled out.
- Review of the eBay website to make sure all the products are described accurately.

ICT INTERN

04/2012 to 12/2012

Asili Sacco Society | Nairobi

- ICT intern Responsibilities.
- Data entry- My main work was to enter the member's details into the company's database as well as update prior information regarding the members.
- Customer Service- I was required to interact with the members when confirming their personal and work information.
- This helped me learn how to interact with customers effectively.
- Managing the company's website, database and system- By doing this, I was able to familiarize myself with the banks transaction processes.
- Troubleshooting the Local area network.

EDUCATION

- Attending to the employees' computer related problems.

Bachelor of Science | Business and Information Technology
University of Greenwich

07/2013

Graduated with a 2nd class honors 1st division

- Relevant Coursework Completed: E-commerce, Information systems Management, Information Systems Engineering, IT project and Quality Management, Business Development, Database Design and Development, Systems analysis and Design.

International Advanced Diploma | Computer Studies NCC Education,
Multimedia University Center

01/2012

Relevant Coursework Completed: Web design, Java programming, Business management, Enterprise networking, Internet systems administration.

I created working prototypes for numerous web sites projects and desktop applications.

: CERTIFICATE IN K.C.S.E - Grade C + (Plus)

2008

: Certificate in K.C.P.E - 369 Marks

2004

ACCOMPLISHMENTS

- Resolved product issue through consumer testing.

REFEREES

1. Michael Mdoe
Customer Experience Executive, Safaricom
Tel: 0729927972
Email address: mmdoe@safaricom.co.ke
2. Mrs. Josephine Gathiru
Samacource Quality Analyst, Horizon contact centers Tel. +254720623235
Email Address: josphinegathiru@gmail.com
3. Stanley Musa Okwemba
Team Leader- Contact Center Operations
Tel: 0726819860
Email Address: Mokwemba@safaricom.co.ke