

ALIVITSA EDITH MUKANGULA

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ELDORET, KENYA

EXPERIENCE

BRANCH OPERATIONS/CUSTOMER EXPERIENCE OFFICER

FAIDI MICRO ENTERPRISE(START-UP)

06/2023 - 05/2025

Oversaw daily branch operations to ensure smooth and efficient service delivery.

Handled customer inquiries, complaints, and feedback to enhance satisfaction and retention.

Supported loan processing, account management, and transaction monitoring.

Ensured compliance with company policies and regulatory requirements.

Trained and guided front-office staff on customer service best practices.

Maintained accurate records and prepared periodic operational reports.

CALL CENTRE CUSTOMER SERVICE REPRESENTATIVE

WAVEX ISP

03/2023 - 05/2023

Responded to customer calls, emails, and chats regarding internet services and technical issues.

Troubleshoot connectivity problems and guided clients through basic network solutions.

Logged service requests and followed up to ensure timely resolution.

Provided product information, billing support, and account assistance.

Escalated unresolved issues to technical support or field teams.

Maintained high levels of professionalism and customer satisfaction.

CUSTOMER EXPERIENCE OFFICER

NGAO CREDIT LIMITED

01/2019 - 02/2023

Handled customer inquiries, complaints, and feedback across various channels.

Ensured timely resolution of client issues to maintain satisfaction and loyalty.

Educated clients on loan products, repayment plans, and application procedures.

Followed up with customers to ensure service delivery met expectations.

Collaborated with sales and credit teams to enhance client service.

SUMMARY

Dedicated and customer-focused professional with over 5 years of experience in customer service, branch operations, and credit services. Proven expertise in handling client inquiries, resolving issues, and driving customer satisfaction in both startup and established financial environments. Skilled in overseeing daily branch activities, loan processing, technical support, and ensuring regulatory compliance. Strong interpersonal, communication, and problem-solving skills with a commitment to delivering exceptional service and operational efficiency.

SKILLS

Adaptability

Tech-Savvy

Team Leadership

Attention to Detail

Multitasking & Time Management

Problem Solving

Strong Communication Skills

Excellent Customer Service

LANGUAGES

Kiswahili

Fluent

English

Fluent

EDUCATION

Kisii University

05/2021 - Present

Diploma in library records and archives management

Kisii University

05/2015 - 08/2016

Certificate in Library Records and Archives

Maintained accurate customer records and supported retention initiatives.

REFERENCES

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Great Rift Girls Educational Center
01/2010 - 11/2014
KCSE

The Eagle Academy
2001 - 2009
KCPE