

**PETER SAUL SALETA**  
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## **PROFESSIONAL SUMMARY**

Results-oriented Professional with over 2 years of experience in Customer Service Operations, Front Office Administration, and Account Management. Proven track record of improving process efficiency by 20% and maintaining a 95% customer satisfaction rating. Expertise in data reconciliation, conflict resolution, and cross-functional team coordination. Looking to leverage strong organizational and problem-solving skills as a Customer Service Operations Associate.

## **WORK HISTORY**

### **Customer Service Representative | Calltronix Kenya**

*Jan 2024 – Present*

- **Reason for Leaving:** Seeking a role focused on operations management and process optimization.
- Achieved a 95% customer satisfaction rating (CSAT) by successfully managing high-volume inbound and outbound calls.
- Collaborated with cross-functional teams to streamline communication channels, resulting in a 20% reduction in average response time.
- Recorded and analyzed interaction data to identify trends, processing orders and applications to ensure effective service delivery.

### **Front Office Intern | Fairmount The Norfolk Hotels and Resorts**

*Jan 2023 – June 2023*

- **Reason for Leaving:** Completion of the scheduled internship program.
- Settled guest accounts by preparing statements and reconciling guest folios, ensuring financial accuracy for the operations team.
- Managed internal and external information flow to assist guests with itinerary planning and logistics.
- Maintained guest history records and streamlined check-in/check-out procedures to enhance the guest experience.

### **Customer Care Representative | Zumi Africa**

*Jan 2021 – July 2021*

- **Reason for Leaving:** End of contract; returned to complete university studies.
- Identified defaulted loan accounts and initiated recovery protocols via telephone and email, directly supporting revenue operations.
- Onboarded new clients on the company portal, guiding them through payment processes and ensuring retention.
- Built sustainable client relationships through daily engagement and proactive query resolution.

**Office Assistant (Work Study) | University of Nairobi (Mamlaka SMU)**

*Jun 2019 – Sep 2019*

- **Reason for Leaving:** Completion of the work-study semester rotation.
- Maintained inventory of office supplies and managed filing systems for university halls of residence.
- Conducted facility inspections to ensure cleanliness and compliance with university standards.

## **EDUCATION**

**BA Tourism and Travel Management (Public Administration)**

The University of Nairobi | 2019 – 2022

**Kenya Certificate of Secondary Education**

Kabarnet High School | 2013 – 2016

## **SKILLS & CERTIFICATIONS**

- **Operations:** Process Improvement, Inventory Management, Reconciliation, Compliance, Scheduling.
- **Software:** MS Office Suite (Excel, Word, Outlook), CRM Systems.
- **Soft Skills:** Problem-solving, Negotiation, Cross-functional Communication, Leadership.
- **Certifications:** Digital Customer Service (Generation Program Kenya, 2022), Certificate in Computer Applications (2018).

## **REFEREES**

Available upon request.