

Joseph Kariuki Nganga

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Professional Summary

Customer Service professional with over 3 years of experience delivering empathetic support and resolving inquiries via phone, chat, and digital channels. Skilled at navigating systems and using standard procedures to handle reward redemptions, card activations, payments, and account updates. Proven track record of developing service strategies, mentoring staff, and maintaining attention to detail in a remote environment.

Work Experience

Jupiter Namo Agency

Feb 2020 - Feb 2024

Customer Service Attendant / Entrepreneur

- Established and managed a customer-focused agency, leveraging strong communication and problem-solving skills to ensure consistent service delivery.
- Handled client inquiries, complaints, and feedback with empathy and professionalism, resulting in improved customer loyalty.
- Developed and implemented standardized service procedures that enhanced customer satisfaction and retention.
- Trained and mentored staff on customer care best practices, strengthening team performance and leadership capabilities.

Education

Micronet Computer College

2019

Certificate, Information Technology

Key Skills

- **Customer Service & Support:** Customer Service & Client Relations
- **Communication & Problem-Solving:** Communication & Problem-Solving
- **Technical & Digital Literacy:** IT Support & Digital Literacy
- **Leadership & Management:** Business Management & Entrepreneurship, Team Training & Leadership