

EMMA WANGUI MWANGI

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 0716978132

 Ruai, Nairobi

SKILLS

Excellent Communication.

Proficient in Freshsales CRM and other sales tools."

Time Management

Multitasking

Customer service.

Interpersonal skills

Problem solving and Attention to Detail.

Ms Offices : Docs, sheets, slides, forms and Gmail.

LANGUAGES

Proficient in English: Speaking and Writing.

OBJECTIVE

I want a highly rewarding career where I can use my skills and knowledge to help the company and my coworkers be successful. I am seeking a company where I can use my experience and education to help the company meet and surpass its goals. I want to be part of the success in an environment of growth and excellence.

EXPERIENCE

Customer service representative 07/23/2021 - 10/05/2023

CCI Global

Responsibilities:

1. Handling customer inquiries.
2. Resolving complaints.
3. Providing information.
4. Managing customer relationships.
5. Troubleshooting issues.
6. Escalating issues.
7. Maintaining accurate records.

Sales representative.

06/18/2019 - 10/28/2020

Unilever Kenya

My Key responsibilities were:

1. Analyzing sales data to identify trends, opportunities, and potential areas for improvement.
2. Reporting on sales performance and inventory levels to management.
3. Developing and implementing strategies to improve sales.

EDUCATION

BSC in Project Management

2015-2019

Jomo Kenyatta University of Agriculture and Technology

Second upper Division

REFERENCE

Cynthia Mbarathi - CCI Global

Team Leader

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David Mutuota - Unilever Kenya

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