



**KAGEI IMMACULATE OWANO**  
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## SUMMARY

Knowledgeable customer service management and IT help desk solution successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores.

## PROFESSIONAL EXPERIENCE

### ***STARLINK MASTERS TECHNOLOGIES (Kenya)***

**2025**

#### **Junior IT Assistant**

- Responding to help desk tickets and user inquiries professionally
- Documenting technical issues and solutions
- Providing guidance to non-technical users
- Email and phone support
- Escalated complex issues to senior IT staff
- Followed IT procedures and documented solutions
- Provided friendly and clear customer service

#### **Receptionist / Front Desk Assistant**

- Greeted visitors and clients professionally, ensuring a positive first impression
- Managed phone calls, emails, and appointment scheduling
- Maintained office filing systems and administrative documentation
- Coordinated meetings and supported staff with daily operational tasks

### ***KATHA-MENZA CLEANING COMPANY (Qatar)***

**DEC 2024-JUN 2025**

#### **Cleaner**

- Maintained cleanliness in break rooms and kitchens (sinks, counters, appliances)
- Disinfected restrooms, mirrors, toilets, and floors
- Removed trash, recycling, and shred bins daily
- Polished glass surfaces, windows, and doors
- Followed detailed cleaning checklists and schedules
- Used vacuums, floor mops, and basic cleaning machinery
- Mixed and used cleaning solutions according to instructions
- Followed workplace health and safety rules
- Notified supervisors of supply shortages
- Reported damage or safety hazards promptly
- Maintained storage areas in clean and organized condition
- Worked efficiently to meet deadlines
- Maintained confidentiality while cleaning office workspaces

### ***AL-AJIR HOSPITALITY (SAUDI ARABIA)***

**2021-2023**

#### **Customer Service**

- Captured and processed client information, entering data into online systems for wider company use.
- Processed and distributed incoming correspondence to relevant staff, facilitating team communication.
- Delivered polite, professional customer service to enhance business reputation through positive first impressions.
- Directed clerical tasks, including copying, faxing and file management
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.

**PILLAR PRINTERS COMPANY (Kenya)****2017-2020**

- Kept office operations running smoothly and efficiently by implementing procedure and policy improvements.
- Stayed up-to-date on the latest font trends, maintaining knowledgeable in competitive markets.
- Exceeded typesetting expectations by managing large workloads in deadline-driven environments.
- Produced images, text and layouts for print and other visual media displays using computer applications.
- Created digital files by capturing and processing text and images electronically.
- Safeguarded sensitive and confidential data in compliance with security best practice

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**SKILLS**

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|-------------------------------------|---------------------------------------|
| • Customer needs analysis           | • Filing paperwork                    |
| • Process optimization              | • Professional appearance             |
| • Logistical planning               | • Printing machine operating          |
| • Energetic work ethic              | • Effective planning                  |
| • Customer data management          | • Appointment scheduling              |
| • Call Centre experience            | • Package and mail receipt            |
| • Printing and publishing knowledge | • Professional and smart presentation |
| • Types & fonts                     | • Multi-line telephone skills         |
| • Flexible and adaptable            |                                       |

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**EDUCATION**

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**CERTIFICATE IN COMPUTER SOFTWARE APPLICATIONS****2016**

- GLADPOINT SCHOOL OF BUSINESS STUDIES  
(Computer Software Applications and QuickBooks )

**KENYA****CERTIFICATE OF HIGHER EDUCATION****2015**

RIVER JORDAN ACADEMY  
(High School Education)

**KENYA**

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**LANGUAGES****ENGLISH****B2**

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**Upper Intermediate****ARABIC****A1**

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**Elementary**

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**Referees****To Provide Upon Request**