

DAUGLAS NYABUTO

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PROFESSIONAL SUMMARY

Customer Support specialist with 4+ years of experience in providing exceptional service to clients through CRM systems. Skilled in resolving inquiries, complaints, and technical issues promptly to ensure customer satisfaction and loyalty. Seeking to leverage strong communication and problem-solving abilities to contribute to the success of a company.

EXPERIENCE:

TECHSPIRIT OUTSOURCING KENYA LTD (PREVIOUSLY SPORTSERVE)

Payment Customer Agent

Feb 2025 – To date

- Responding to customer emails on deposits and withdrawals
- Processing customer account reopening and closure
- Processing customer free bet and casino Bonuses
- Addressing customer on all account related issues

NCBA LOOP

Retention/Direct sales Officer

Jan 2024 – Dec 2024

- Identifying potential customers and reaching out to them to generate new sales leads.
- Showcasing products or services to potential customers, explaining their benefits, and value propositions.
- Building and maintaining strong relationships with customers to ensure repeat business and customer loyalty.

M-KOPA KENYA LIMITED

Customer Care Representative

Dec 2020 – Dec 2023

- ❖ Responding to customer inquiries via phone, email, and chat in a timely and professional manner.
- ❖ Assisting Field Technicians team in recruitment, training and regular refreshers to ensure effective and fast service delivery to solar customers.

- ❖ Resolve customer complaints and issues regarding products or services, ensuring a positive resolution and customer satisfaction.
- ❖ Provide technical support for software applications, troubleshooting issues and guiding customers through solutions.
- ❖ Collaborate with cross-functional teams to escalate complex issues and ensure timely resolution.
- ❖ Maintain accurate records of customer interactions and transactions in the CRM system.

DEBT COLLECTION AGENT

Finlays international

September, 2020 – November, 2020

- ✓ Making outbound calls for defaulting customers and planning with them how to make payments without offending them and in a friendly manner.

CUSTOMER SERVICE EXECUTIVE

Ison Xperience Bpo.

March, 2020 - August, 2020.

- Resolved customer complaints and concerns in a professional and courteous manner, ensuring customer satisfaction.

Skills:

- Excellent communication skills, both verbal and written
- Strong interpersonal skills and ability to build rapport with customers
- Proficient in CRM software and Microsoft Office Suite
- Ability to multitask and prioritize in a fast-paced environment
- Problem-solving skills and ability to think critically under pressure
- Detail-oriented with a focus on accuracy and efficiency

EDUCATION:

Diploma in Information Communication and Technology

Gusii Institute of Technology, Kisii

References:

Available upon request.