

## Contact

+254791341561 (Mobile)  
simiyunelima0@gmail.com

[www.linkedin.com/in/faith-nelima-30b9a72ba](https://www.linkedin.com/in/faith-nelima-30b9a72ba) (LinkedIn)

## Top Skills

Customer Service  
Ticketing Systems  
Computer Literacy

# Faith Nelima

Customer Service Representative Agent  
Nairobi County, Kenya

## Summary

Passionate about providing top-tier service and building positive customer relationships, I bring over 2 years of experience in the customer service industry. With a focus on resolving issues quickly, efficiently, and with a friendly demeanor, I aim to create seamless experiences for customers, ensuring their satisfaction and loyalty. Skilled in good communication, conflict resolution, CRM software. I thrive in fast-paced environments and am committed to going above and beyond to meet the needs of every customer.

---

## Experience

Utilita Energy  
Customer Service Representative  
August 2024 - Present (4 months)  
Nairobi County, Kenya

JetBlue Airway  
Call Center Representative  
July 2023 - July 2024 (1 year 1 month)  
Nairobi County, Kenya

Ensuring a positive travel experience for passengers by providing friendly, efficient, and solution-oriented service. Assisting customers with reservations, check-in, and boarding processes, as well as handling inquiries, ticketing, and flight information. Assisted with rebooking during delays or cancellations and addressing luggage concerns and making sure each customer feels valued and cared for.

Burger King  
Cashier  
January 2022 - June 2023 (1 year 6 months)  
Nairobi County, Kenya

As a Cashier at Burger King Kenya, my duties included ensuring a smooth and friendly experience for customers during the ordering and checkout process. I handled cash, credit, and mobile transactions accurately, processed

orders efficiently, and provided information on menu items, promotions, and meal options. My role also involved maintaining a clean workspace, restocking supplies, and addressing customer inquiries or concerns promptly. Additionally, I worked with kitchen staff to manage orders and assisted in the upkeep of the front counter, contributing to a welcoming environment for all guests.

## KFC

### Cashier

January 2021 - December 2021 (1 year)

Nairobi County, Kenya

As a Cashier at KFC Kenya, my responsibilities included delivering a welcoming and efficient experience for customers as they ordered. I handled cash, credit, and mobile payments accurately, guided customers through the menu and promotions, and processed orders quickly. I also maintained a clean and organized checkout area, restocked necessary supplies, and responded to any customer questions or concerns to ensure satisfaction. Working closely with the kitchen team to ensure timely order fulfillment, I helped create a positive atmosphere that made every visit enjoyable for our guests.

---

## Education

### NIE TECHNICAL COLLEGE

Certificate in Basic IT, Basic Computer Skills · (January 2020 - May 2020)

### ELITE VISSIONARY HIGH SCHOOL

High School Diploma · (January 2016 - November 2019)