

# CURRICULUM VITAE

**VALENTINE WAMBUI KOGI**

**CUSTOMER SERVICE/CALL CENTER AGENT**

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## **PROFESSIONAL SUMMARY**

Highly motivated and results-driven Call Center/Customer Service Agent with over three years of hands-on experience in providing exceptional customer support. Known for a commitment to fostering strong customer relationships, resolving complex issues efficiently, and exceeding service expectations. Demonstrates strong communication skills, problem-solving abilities, and a proactive approach to client satisfaction. Adept at working in fast-paced environments, meeting targets, and collaborating with team members to achieve organizational goals. Proficient in utilizing CRM systems and various communication channels to enhance service delivery.

## **CAREER OBJECTIVE**

To leverage my extensive experience in customer service and call center operations to contribute to an organization that values customer satisfaction and continuous improvement. I am committed to delivering high-quality service, fostering customer loyalty, and driving business growth.

## **KEY SKILLS**

- Customer service – strong interpersonal skills to build and maintain relationship with clients, offering personalized financial solutions.
- Problem solving skills – to have the ability to identify financial issues, develop solutions and make strategic decisions to overcome challenges.
- Teamwork – collaborate with colleagues, department and external partners to achieve common financial goals and deliver excellent services.
- Attention to details – precision in handling financial transactions, detecting errors and ensuring accuracy in report and documentation.
- Numerical skills – sound mathematical abilities for interpreting complex financial information.

## **AREAS OF EXPERTISE**

- **Expertise in Customer Interaction:** Successfully handled high volumes of incoming and outgoing calls, emails, and chat inquiries, providing personalized assistance and support to diverse clientele.

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- **Problem Resolution:** Skilled at diagnosing customer issues, providing effective solutions, and ensuring timely resolution to enhance customer satisfaction.
- **Communication Skills:** Excellent verbal and written communication abilities, enabling clear and concise interactions with customers and team members.
- **Target Achievement:** Consistently met and exceeded performance metrics, including call handling time, customer satisfaction scores, and issue resolution rates.
- **CRM Proficiency:** Experienced in using various Customer Relationship Management (CRM) systems to track customer interactions, manage service requests, and maintain detailed records.
- **Team Collaboration:** Proven ability to work collaboratively with cross-functional teams, contributing to a positive work environment and shared success.
- **Adaptability:** Thrives in dynamic and fast-paced settings, quickly adapting to new tools, processes, and technologies to improve service delivery.

## PROFESSIONAL EXPERIENCE

### INTERNSHIP

**4<sup>TH</sup> Aug 2023- 4<sup>th</sup> Nov 2023: New Milimani Sacco Finance and customer service department**

- Developed a strong foundation in customer service, financial operations and in-depth debt collections. Became proficient in using CRM tools such as Salesforce and Hub force, which enhanced my efficiency in managing client's data, resolving inquiries and supporting routine banking transactions.

**1<sup>st</sup> Aug 2021 - 21<sup>st</sup> June 2023 worked as Customer Service Representative in the field of marketing at Estate Interiors.**

### Duties and key responsibilities

- Managing incoming calls and customer service inquiries, emails, responding to customer's questions and concerns also generating sales leads that develop into new customers and identifying and assessing customer needs to achieve satisfaction.
- Reaching out to customers through cold calling, present, promote and sell interior design products/services using cold argument to existing and prospective customers

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- Interacting with customers to address their concerns, answer their questions concerning the products and assist them with their needs regarding the products.
- Achieve agreed upon sales targets and customers within schedule and also surpass the targets
- Expedite the resolution of customer problems and complaints to maximize satisfaction.

## Achievements

- Maintained positive business relationships to ensure future sales
- Achieved and surpassed sales targets assigned to familiarize myself with CRM practices along with ability to build reproductive business professional relationship
- Excellent selling, negotiating and communication skills.
- Prioritizing, time management and organization skills
- Maintained a customer satisfaction rate of 95% for the entire duration of employment by having good communication, problem and negotiating skills

**14<sup>th</sup> December 2023- 31<sup>st</sup> January 2025 worked at Royal Mabati Factory Limited as a Call Center/Customer Care Agent**

## Duties and Responsibilities.

- **Sales and customer acquisition-** Proactively making outbound calls to potential customers to introduce and sell products or services. Identify potential customers, provide tailored quotations and follow up to close sale. (Meeting and exceeding quarterly sales targets)
- **Customer Relationship Management-** Building and maintaining strong relationships with new and existing clients to ensure repeat business.
- **Inbound Call Management-** Answer inbound calls courteously and professionally and respond promptly to customer inquiries and resolve issues efficiently.
- **Database and CRM Management/POS-** Manage and update customer database with accurate status for each customer. Maintain a clear and detailed database of lead contacts and track conversion rates. Utilize CRM system and sales tool to maintain accurate records and streamline process. Respond to customer's queries through various channels including the company website, social media, email, sms and phone calls.

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## Achievements

- Excellent problem-solving skills, negotiating skills, interpersonal skills and communication skills.
- Hitting the set sales target and also surpassing the target.
- Maintain a customer satisfaction rate of 95% for the entire working period.
- Prioritizing time management and organization skills. Learnt how to create customer retention skills with existing and new prospective customers.
- Ability to work independently and as part of a team.
- Strong Multitasking and prioritizing skills

**6<sup>th</sup> January 2025– 1<sup>st</sup> January 2026 worked as a senior customer representative/sale lead more classifieds.**

## Duties and key responsibilities

- Supervised and coached a team of sales and customer service agents, ensuring sales targets and service standards were consistently achieved.
- Managed client accounts, renewals, and upselling of premium advertising packages.
- Acted as the escalation point complex issues ensuring timely resolution and improved customer experience.
- Collaborated with marketing to promote campaigns that boosted platform visibility and client engagement.

### Achievements

- Increased customer retention rate by 15% through proactive follow-ups and personalized service.
- Consistently exceeded monthly sales targets, contributing to overall 25% revenue growth within the first year.
- Recognized as top sales performer for achieving the highest premium package conversions in 3 consecutive quarters.
- Trained and mentored 12 + new team members, improving overall team productivity by 30%.
- Reduced complain resolution turnaround time by 40%, raising customer satisfaction scores to 92%.

## ACADEMIC BACKGROUND

2022-2023	:	Vision Empowerment Training Institute
		Diploma in Banking and Finance
2021-2022	:	VLAN College
		Certificate in Computer Packages

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2017-2021 : Kamacharia Girls Secondary School  
Kenya Certificate of Secondary Education

2009-2016 : Maua Primary School  
Kenya Certificate of Primary Education

## HOBBIES

- Socializing and charity work
- Reading books and articles
- Traveling visiting new places.

## REFERENCES

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