

CURRICULUM VITAE



PERSONAL DETAILS

PERSONAL PROFILE

- Articulate, reliable and trustworthy.
 - Result oriented with ability to work under minimal supervision in a competitive environment.
 - Ardent team player with interpersonal, communication and presentation skills.
 - Good ability to plan, organize and prioritize my work. ☐ Industrious, flexible and very time conscious.

EDUCATION & QUALIFICATIONS

May 2015-Dec 2017 : **KISII UNIVERSITY**
Diploma in Purchasing and Supplies Management

Jan 2015-April 2015 : **KISII UNIVERSITY**
Certificate in Stores and Supplies

2009 : **MCOM TECHNOLOGY**
Computer Applications

2011	:	AA DRIVING SCHOOL Driving License Class BCE
2005-2008	:	NYAKEIYO SECONDARY SCHOOL Kenya Certificate of Secondary Education
1997-2004	:	SABATA PRIMARY SCHOOL Kenya Certificate of Primary Education

WORKING EXPERIENCE

2025 May - To date : **MEDICAL ADMINISTRATORS KENYA LTD.**

Position: **Customer Service Executive** **Duties & Responsibilities**

- Handling high volumes of inbound and outbound calls, emails, and chats in a professional and empathetic manner.
- Identifying the root cause of customer issues, troubleshooting problems, and providing accurate, timely solutions or alternatives.
- Accurately logging all customer interactions, complaints, feedback, and transactions in a Customer Relationship Management (CRM) system or database.
- Escalating complex or unresolved issues to appropriate internal teams (e.g., technical support, billing, management) and following up to ensure a complete resolution.
- Striving to meet or exceed key performance indicators (KPIs) such as Average Handling Time (AHT), First Call Resolution (FCR), and Customer Satisfaction Scores (CSAT).
- Following company communication scripts and standard operating procedures (SOPs), and providing feedback to management on recurring issues or potential process improvements.

2018 - 2023 : **FACILITY MANAGEMENT & MAINTENANCE**

Position: **Housekeeping Supervisor**

Duties & Responsibilities

- Assigning housekeeping tasks to staff and inspecting work to ensure that the prescribed standards of cleanliness are met.
- Scheduling staff shifts and organizing replacements as required.
- Investigating and addressing complaints regarding poor housekeeping service.
- Providing training to the housekeeping staff.
- Regularly taking inventory of cleaning supplies and ordering stock as needed.
 - Issuing cleaning supplies and equipment to housekeeping staff as needed.
- Screening housekeeping applicants and recommending promotions, transfers, and dismissals.

- Performing various cleaning duties in instances of staff shortages.

HOBBIES

Dancing, Hiking, Swimming, Travelling, Socializing

REFEREES

Human Resource Manager

Facility Management & Maintenance
Contact: +974 4036 3129

Human Resource Manager

Medical Administrators Kenya Ltd
Email: Shaila.Hassan@makl.co.ke