Joy Nkatha Muriuki

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STRENGTH:
I am extremely multi-skilled, competent, reliable and accountable person with a result- oriented mind having an objective to work in an organization that will utilize my skills and experience.

Experience

RKH Qitarat Aug 2022 – To Date
CUSTOMER SERVICE, EVENT SUPPORT
Responsibilities

- Support Agents, SGs, ASM & SMs during degraded, emergencies.
- Help customers use TVMs & AFC gates
- Manage customer flow during revenue, non-revenue hours, events & during overcrowding
- Assist in checking Etheraz and informing customer importance of face makes and social distance.
- Proving correct information to customers on the metro network, train timings, and Metrolink
- Ensure world-class customer service to customers to ensure RKH KPIs are met.
- Curing out duties and responsibilities as instructed by the SMs and ASM regarding events.

Facilities Management & Maintenance Services LLC Qatar Jun 2017 -Feb 2022
CUSTOMER SERVICE AGENT
Responsibilities

- Providing proactive customer outreach.
- Maintaining positive attitude and calmly responding to
- customers complaints
- Answering phone calls and transferring them as necessary.
- Opening new customers account
- Drafting, printing, and formatting relevant documents.
- Resolving customer's concerns and answering customer's
- questions to my best ability
- Attending workshops and conferences when required.
- Taking care of website functions and social media platforms

Oneki Enterprises Nov 2014 – May 2017
CUSTOMER CARE AGENT
Responsibilities

- Obtaining client information by answering telephone calls and verifying information.
- Selling products and services to the client.
- Offering advisors guidance and feedback.
- Helping to optimize procedures.
- Researching required information using available resources.
- Completing call logs and reports.
- Following up on customer calls where necessary.
- Document all call information according to standard operating procedures.

Highlights

- ✔ Results-oriented
- ✔ Revenue generation
- ✔ Business development
- ✔ Effective marketing
- ✔ Organizational capacity
- ✔ Operability and commitment
- ✔ Ability to motivate staff and maintain good relations
- ✔ Resistance to stress
- ✔ Good manners

Education

KIPS Technical College 2014 - 2015
Ting'ang'a Sec. School 2008 - 2011

Hobbies

- ✔ Traveling
- ✔ Making friends
- ✔ Adventuring
- ✔ Reading
- ✔ Sporting

CERTIFICATIONS

Courses

- ✔ Customer Service Foundation
- ✔ IT Infrastructure.
- ✔ Diploma in Marketing Advertising and Public Relations.

CORE SKILLS

- ✔ Purchasing and Storage
- ✔ Customer Relations
- ✔ Communication
- ✔ Basic knowledge of MS-Office
- ✔ Email marketing
- ✔ Crowd Management
- ✔ Copywriting
- ✔ Tool and software packages

BIO

- ✔ Nationality: Kenyan
- ✔ Speaking Language: English, Swahili (fluently spoken and written)

REFERENCES

Russel Rosero
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