

Joy Nkatha Muriuki

Date of birth: 17 Jul 1993

Nationality: Kenyan

Gender: Female

CONTACT

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254726091947 **(Whatsapp)**

ABOUT ME

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.

WORK EXPERIENCE

16 AUG 2022 – 31 JAN 2023 Doha, Qatar

CUSTOMER SERVICE, EVENT SUPPORT RKH QITARAT

1. Supported Agents SGs ASM and SMs during degraded emergencies. Helped customers use TVMs and AFC gates.
2. Managed customer flow during revenue non revenue hours events and during overcrowding.
3. Assisted in checking and informing customer of types of tickets and mode of recharge.
4. Provided correct information to customers on the metro network train timings and Metrolink.
5. Ensured I offered world class customer service to customers and ensured RKH KPIs were met.
6. Curing out duties and responsibilities as instructed by the SMs and ASM regarding events.

6 JUN 2017 – 28 FEB 2022 Doha, Qatar

CUSTOMER SERVICE AGENT FACILITIES MANAGEMENT AND MAINTENANCE SERVICES LLC QATAR

1. Provided proactive customer outreach.
2. Maintained a positive attitude and calmly responding to
3. customers complaints.
4. Answered phone calls and transferred them as necessary.
5. Drafted, printed, and formatted relevant documents.
6. Resolved customer's concerns and answered customer's
7. questions to my best ability.
8. Attended workshops and conferences when required.
9. Took care of website functions and social media platforms.

8 NOV 2014 – 31 MAY 2017 Nairobi, Kenya

CUSTOMER CARE AGENT ONEKI ENTERPRISES LIMITED

1. Obtained clients information by answering telephone calls and verifying information.
2. Sold company's products and services to the client.
3. Offered advisors guidance and feedback.
4. Helped to optimize procedures.
5. Researched required information using available resources.
6. Completed all call logs and reports.
7. Made follow up on customer calls where necessary.
8. Documented all call information according to standard operating procedures.

EDUCATION AND TRAINING

7 JUN 2020 – 30 SEP 2020 Nairobi, Kenya

IT INFRASTRUCTURE ACWICT

Address George Padmore Ridge, 2nd floor, Nairobi, Kenya | **Website** acwict.org

8 MAY 2014 – 30 OCT 2015 Nairobi, Kenya

DIPLOMA IN MARKETING ADVERTISING AND PUBLIC RELATIONS. KIPS TECHNICAL COLLEGE

Address Tom mboya Street Nairobi , Philadelphia plaza, Nairobi, Kenya | **Website** Kips.ac.ke

4 FEB 2008 – 11 NOV 2011 Kiambu, Kenya

KCSE TING'ANG'A SECONDARY SCHOOL

Address Kiambu Kenya, Kiambu, Kenya

LANGUAGE SKILLS

MOTHER TONGUE(S): Swahili

Other language(s):

English

Listening	Reading	Spoken production	Spoken interaction	Writing
C2	C2	C2	C2	C2

DIGITAL SKILLS

Crowd Management | Computer Literate: Computer Application | Customer Relations | Good listener and communicator | Team-work oriented | Motivated | Critical thinking | Patience and resistance to stress | Detail-Oriented | Good time management | Empathic listener

ADDITIONAL INFORMATION

Hobbies and interests

Traveling, Adventuring, Reading

Sporting, Swimming, Football

Recommendations

RUSSEL ROSERO SENIOR STATION MASTER

She was my senior at RKH QITARAT. I strongly recommend.

Email russel.rusero@rkhqitarat.com | **Phone** (+974) 55073468

ENQULBERT CASTILLO ASSISTANT STATION MASTER

He was my senior at RKH QITARAT. I strongly recommend.

Email enqulbert.castilo@rkhqitarat.com | **Phone** (+974) 77367214

WAMBUI MWANGI. HR MANAGER.

I know her for several years. I strongly recommend

Email nurcamwas@gmail.com | **Phone** (+254) 0713560618

Volunteering

7 FEB 2012 – CURRENT Kenya

VOLUNTEER I have been consistent in volunteering with chapati forum and other organizations in children's homes, home for the aged and street childrens