

Ephraim Wanyonyi

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Summary

Personable and dedicated Customer Service Representative with extensive experience in the Customer Service industry. Solid team player with upbeat, positive attitude and proven skills in establishing a rapport with clients. Motivated to maintain customer service satisfaction and contribute to company success. Specializing in quality, speed and process optimization. Articulate, enthusiastic and results oriented with demonstrated passion in building relationships, cultivating partnerships and growing businesses

Experience

March 2017 - Jan 2023

E-Commerce VA at Jumia Kenya Nairobi

- Manage Product research.
- Conduct Product description writing.
- Did Image editing.
- Product listing and optimization.
- Managing inventory.
- Handling order processing.
- Assistance in returns and exchanges.

January 2020 - January 2023

Social Media Manager VA CBMI CONSTRUCTION COMPANY

- Perform research on current benchmark trends and audience preferences
- Design and implement social media strategy to align with business goals
- Set specific objectives and report on ROI
- Generate, edit, publish and share engaging content daily (e.g. original text, photos, videos and news)
- Monitor SEO and web traffic metrics
- Collaborate with other teams, like marketing, sales and customer service to ensure brand consistency
- Communicate with followers, respond to queries in a timely manner and monitor customer reviews
- Oversee social media accounts' design (e.g. Facebook timeline cover, profile pictures and blog layout)
- Suggest and implement new features to develop brand awareness, like promotions and competitions
- Stay up-to-date with current technologies and trends in social media, design tools and applications

March 2017 - Jan 2023

Fanaka Real Estate EA Nairobi

- Coordinate appointments and meetings, manage the client's schedule.
- Handle all forms of correspondence including emails, phone calls, and letters.
- Provide assistance with research, data analysis, and presentations.
- Carry out general administrative tasks such as filing, scanning, and copying.
- Manage client records and files.
- Handle confidential information with discretion.

February 2019 - March 2022

**Customer Service Agent SAFER ROAD RESCUE | 17304 PRESTON RD STE
800 DALLAS 75252-5645 TX USA, USA**

- Answered customer inquiries and resolved issues, demonstrating empathy and resolving problems on the spot.
- Investigated and resolved customer complaints
- Provided customer support through phone, email, and chat
- Monitored customer satisfaction levels and took action to improve satisfaction
- Escalated customer issues to supervisor when necessary.
- Respond to calls for roadside assistance and assess the mechanical issues with the car or truck.

January 2019- Dec 2022

Customer Service VA at TELCOM, Nairobi Kenya

- Managed information on company databases for different organizational activities to track history and safeguard accurate information.
- Answered phones and performed clerical office functions to address queries, concerns and issues, escalating complaints to management.
- Booked meeting and event spaces, ensuring equipment requirements, catering and necessary supplies were prepared in advance.
- Trained and helped less experienced staff manage workloads and assignments, facilitating fulfillment of organizational objectives.
- Coordinated communications between various departments to schedule meetings and keep company informed on critical matters.
- Utilized excellent communication and interpersonal skills to liaise effectively with international clients and customers.
- Assisted with business bookkeeping and accounts, escalating discrepancies to maintain accurate financial records.

Skills

- Handling Objections
- Product Expertise
- Multidisciplinary teamwork
- Polite phone manner
- Script following
- Complaint handling
- Order processing
- Team player
- Excellent communication skills
- Hardworking and flexible
- Reliable and adaptable

Education

2017- 2021 KENYATTA UNIVERSITY

Bachelor of Science in Information Technology

Degree graduate

A level

First class honors

2014- 2017 Paul Boit High School.

KCSE Certificate

A Grade

2013 Chemalal Primary school

KCPE certificate

Certifications

Certified Information Systems Security Professional

Security Awareness Course

May 18, 2021

Certificate of Completion

Offensive Security Certified Professional

Dec 15, 2022

certified Cyber security analyst

Languages

- English
- Swahili

