

MUSUMBA EDWIN ODHIAMBO

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Objectives

I am a 34-year-old Kenyan BCE driver who uses his skills to the best in tackling day to day challenges at work. I am a team player and a self-starter with an ability to produce quality results in a demanding environment with motivation and commitment to the highest professional.

Skills

- I do possess long-distance driving skills of vehicles of up to 10 wheels or 10 tons with an ability to train and drive 40tonnes.
- I have an ability to work in a multicultural environment as the one I worked in at Management Development Centre of Central Bank.
- I possess strong organizational, interpersonal, analytical and communication skills which I utilize in enhancing teamwork and making sure that the organization's goals are met on time.
- I am good at articulating and persuading while negotiating terms with both external and internal clients.

Experience

Customer Experience Executive, October 2017 to date

Safaricom PLC

- Ensure the timely resolution of 1st level support related issues at the contact center by attending to customers' issues and queries .
- Collecting, confirming and updating client information on CRM , recording and following up on general queries and complaints.
- Delivering superior customer service at each point of interaction with the customer & responding promptly to customer issues within agreed SLAs (Service Level Agreement).
- Managing incoming calls and customer queries, providing appropriate solutions and alternatives within the time limits.
- Effectively managing existing and new accounts through improved customer experience by managing end to end process and ensure compliance to service agreement requirements.
- Keeping records of customer interactions, processing customer accounts and writing reports at the end of the shift.
- Resolving client's complaints by clarifying the customer's complaint, selecting and explaining the best solution to solve the problem; expediting correction or adjustment.

Training:

BCE driving license acquired in 2010 at Helts driving school Nairobi.

Education

- Diploma in Business Science (Banking and Financial Services) at Kenya School of Monetary Studies from Jan 2010 to April 2012.
- Certificate in Banking and Finance at Kenya Institute of Bankers from Jan 2010 to date as a member.
- Kenya Certificate of Secondary Education with a qualification of B minus at Malanga Mixed Secondary School from 2002 to 2005.

Hobbies and Interests

- I love technology especially one that deals with computing and motoring.
- I also love travelling and networking.

References

Caroline Langa
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Certification

I, the undersigned, hereby certify that to the best of my knowledge and believe, this bio data correctly describes my qualification and experience.