

**NANCY KWAMBOKA ONSOMU**

Email address: tiffany26.onsomu@gmail.com

Phone Number: +971567164020

Nationality: Kenyan

Languages: English

Visa Status: Residence Visa

**PROFESSIONAL PROFILE**

Passionate and driven individual, excellent team player as well as having good organizational

and leadership skills,

Dedicated to creating a conducive working environment.

**PERSONAL GOALS AND OBJECTIVES**

•Customer and result oriented, positive thinker, creative, with an impeccable

•Enthusiastic, knowledgeable, self-starter, go-getter, ready to meet challenges and committed

to achieving the set sales targets.

**SUMMARY OF QUALIFICATIONS**

Other Qualifications Excellent Written and Good interpersonal skills Proficiency in:

Over 3 years’ experience in; Telephone etiquette

Customer service and related duties. Communication and problem solving. Health and safety

procedures. Manual handling.

Oral Communications Skills

**COMPUTER SKILLS**

• MS Office Suite

**WORK EXPERIENCE:**

**UNITED ARABS EMIRATES EXPERIENCE**

**Company**: **Topaz Technology Company**

**Duration**: March 2021 :To date

**Position**: Call center representative

**Company**: **The Securer**

**Duration**: June 3rd 2016 to January 2020

**Position:** Call Centre

**Duties and Responsibilities**

• Management of office equipment

• Maintaining a clean and enjoyable working environment

• Handling external or internal communication or management systems

• organizing arranging and coordinating meetings

• Receiving, Transferring, making calls

• Checking Emails

**EXTREME MEDIA**

**Position: SALES ASSISTANT**:

**Duration:** MARCH 2007-JULY 2008.

**Duties and responsibility**

• Cultivating a culture of excellent customer service

• Receiving guest and attending to their purchasing requirements

• Processing online payments

• Maintaining a first class ambiance within the store

• Ensuring total customer satisfaction and quality service

**SAFARICOM KENYA**

**CUSTOMER SERVICE/CALL CENTRE AGENT:**

**Duration: AUGUST-2008-FEB-2011**

**Duties and Responsibilities**

• using questioning and listening skills that support effective telephone communication

• Using an effective approach to handle special telephone tasks like call transfers,

taking messages, call backs, holds, interruptions, and unintentional disconnects.

• Understanding the impact of attitude in handling calls professionally

• effectively deal with job stress, angry callers, and upset customers

• Applying proper telephone etiquette to satisfy various customer situations.

• Identifying voice skills and how to enhance a good telephone presentation.

• Meets commitments to customers

• Displaying time flexibility towards shifts as per work floor requirements.

YU KENYA- CUSTOMER SERVICE REP, March 2011- Sept 2014

• Direct point of contact for customers

• Calling of prospective clients and follow-ups calls.

• Responsible for ensuring that company’s customers receive an adequate level of service.

• Tele marketing of company’s products.

• Interact with customers to provide information in response to inquiries about products or

services.

**Awards Earned**

Yu Kenya

Four time recipient of employee ‘kudos’ – in house for congratulations for a job well done -

from different colleagues

**EDUCATIONAL BACKGROUND**

Diploma: Tour Guiding and operations Institution: Universal Group of Colleges

**Specialization**

: Wildlife conservations

: Tour Documentation

: Tour costing

: Eco-tourism

: Classification of Birds &Mammalian Ethology

: Customer service

Year: March 2008-August 2008

Grade: Credit

**REFERREES**

**Upon request**