

## Profile

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**ADDRESS:** 265-00518  
**MOBILE:** 0721378646  
**MARITAL STATUS:** MARRIED  
**RELIGION:** CHRISTIAN  
**NATIONALITY:** KENYAN

## Skills

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### ❖ Data & Telecommunication Operations

- Ensure compliance of company investment and support elements
- Responding to call centre request
- Able to handle all types of situations with diplomacy and politeness.
- Liaising with the main office on activities on the ground
- Ensuring swift changes during shifts
- Manning and supervising of the work station.
- Provide training to new recruits

### ❖ Supervisory Management

### ❖ Customer Care

## Work Experience

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### ICT DATA COMMUNICATIONS OFFICER GRADE ABC- University of Nairobi - Nov 14 - Present

- Efficiently operated telephone switchboard station.
- Answer, record, log, and process all calls, requests, questions, or concerns.
- Receive, record, and relay messages correctly, totally, and legibly
- Monitor busy or unanswered lines

### TELEPHONE OPERATOR GRADE A – University of Nairobi –May 09 - Nov 14

- Answer, record, log, and process all calls, requests, questions, or concerns.
- Receive, record, and relay messages correctly, totally, and legibly
- Checked back with callers on hold to update status
- Efficiently operated telephone switchboard station.

### TELEPHONE OPERATOR GRADE 1 – University of Nairobi – Apr03 – Oct 03

- Answer, record, log, and process all calls, requests, questions, or concerns.

- Receive, record, and relay messages correctly, totally, and legibly
- Checked back with callers on hold to update status.

## **Education**

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**DIPLoma IN BUSINESS MANAGEMENT** – Kenya Institute of Management – 2011-2013

**CERTIFICATE IN MANAGEMENT** – Kenya Institute of Management – 2010 – 2011

**CERTIFICATE IN TELEPHONE SUPERVISION** – 2009

**DIPLoma IN TELEPHONE AND RECEPTION SKILLS** – Graffins College

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## **Hobbies**

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- Socializing
- Reading motivational books

## **Referees**

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- Mr Jared Onyari  
University of Nairobi  
Communication Manager  
0722310314

Dr, Fredrick Adero  
Ag, Director, CEIC  
University of Nairobi  
Tel.No.0204913616

- Micheal Maina  
Redington k ltd  
Regional sales manager  
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