

CAREER OBJECTIVE: *To further my studies to the highest level possible so as to be able to advance and exploit my talents in order to work with the most challenging and demanding organization with tougher activities so as to boost, advance, improve and develop my career in service to all people.*

To be able to apply knowledge and skills acquired to serve client.

PERSONAL INFORMATION:

MARY WANJIKU MBEERE
P.O. BOX 43112-00100
NAIROBI, KENYA
CONTACT: 0725 505315
E-MAIL: mary.mbeere@uonbi.ac.ke

Marital Status: Married
Nationality: Kenya
Religion: Christian
Languages: English, Kiswahili, Kikuyu

PERSONAL PROFILE: *High personal integrity, trustworthy ,with ability to relate with different people with different personality. Highly articulated confident and persuasive team builder, able to motivate and communicate effectively to achieve desired results and impressive performance. Dependable and reliable in supporting and enabling team effort so as to produce long term sustainable achievements.*

CAREER SUMMARY:

From 2018 to present:*University of Nairobi, Customer Experience and Information Center.*

Position held: *Team Leader*

Key responsibilities;

- Effective overseeing call centre functions.
- Managing and maintaining of the Customer Experience Centre records.
- Effectively supervises Call Centre personnel, ensuring adherence to shift and optimal performance.

- Ensuring call centre operations and University strategic plans are in accordance with established policies and procedures.
- Provides measurable feedback to client with escalated queries.
- Conducting regular meetings to ensure that personnel are well informed of changes happening at any given time.
- Supervising call centre personnel, ensuring shift adherence and optimal performance.

From 2008 to 2018: University of Nairobi, Telephone Section

Key responsibilities;

- Ensuring clean working environment
- Testing of lines before 8 am
- Report faulty direct lines, extension and switch board to technical team
- Handling of telephone calls
- Dealing with a large number of customers on telephone on a daily basis and ensuring complete satisfaction
- Handling customer enquiries and referring customer to specified departments

KEY ACHIEVEMENTS;

- Resolving customers complains within the stipulated time.
- Receiving calls within the stipulated time.

EDUCATION BACKGROUND

2013-2015: ***Moi university***

Bachelor of Science in Communication and Public Relations.

2013-2014 ***Mathematics Association of Nairobi University***

Computer packages

2011 - 2012: ***University of Nairobi***

Diploma in Public Relation

Obtained a Credit

- 2010:** *University of Nairobi*
Certificate in Public Relation
Obtained a Distinction
- 2010 :** *Multimedia University College*
Telephone Operations Supervision
Obtained a Credit
- 2009 - 2010:** *Graffins College*
Diploma in Front Office Management
Obtained a Merit
- 2009:** *Graffins College*
Diploma in Customer Care and Service
Obtained a Distinction
- 1998:** *Priemier College*
Telephone Operator and Receptionist
Obtained a First Class
- 1998:** *Priemier College*
Typewriting Elementary
Obtained a First Class
- 1993 – 1996:** *Mutitu SDA Secondary Schools*
Kenya Certificate of Secondary Education
- 1985 – 1992:** *Kirangari Primary School*
Kenya Certificate of Primary Education

PROFESSIONAL QUALIFICATION: Computer Skills

Trained in Health and Temperance

SOCIAL SKILLS AND COMPETENCE: *Living and Working with other people in multicultural environments in positions where communication is important and situation where team work, respect to my seniors and colleagues is upheld.*

PERSONAL SKILLS: *INITIATOR, INDUSTRIOUS, HONEST
(Acquired in the course of RELIABLE, GOOD WORKMANSHIP, WELL
Life and career but not NATURED, STUDIOUS, OBEDIENT AND POLITE
Necessarily covered on certificates
And award)*

REFEREES:

1.DR, Fredric Omondi Adero
University of Nairobi,
P O Box 30197-00100,
Nairobi-Kenya
0721289963.

2. Jared Onyari
University Of Nairobi,
P O Box 30197-00100
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0722310314

3.Christine Chemesude
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