

**Milca Achieng Nyangweso**

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## **Personal Details**

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Nationality: Kenyan

Sex:Female

Marital Status: Married

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## **Profile**

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I am professional Customer Care Team Leader with over two years' experience in providing quality and efficient customer service through the daily management of a team of employees which include motivation, coaching ,counseling ,training and problem solving.

## **Work Experience**

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DATE

5th March 2010-To Date : **EMPLOYER**

UNIVERSITY OF NAIROBI

Title :CEIC Team Leader

Duties,

- Effectively overseeing Call Centre functions.
- Responsible for effective maintenance of the Customer Experience Centre records.
- Monitors service delivery and ensures excellence in service levels.
- Resolves escalated customer queries and further escalates if need be.
- Effectively supervises Call Centre personnel, ensuring optimal performance
- Provides leadership to assigned personnel through effective objective setting, delegation, motivation, and communication.

- Conducting regular meetings to ensure that personnel are well informed of changes in policies and procedures and discussing areas needing improvement.

**2006-2010 February                      ROMARK FREIGHTERS,**

*Title, Receptionist/ Customer service*

Duties,

- Receiving customers
- Handling incoming calls
- Filing documents
- Monitor and report malfunctioning telephone lines
- Ensure external calls are monitored and properly charged

*Skills*

- Good communication skills
- Problem solving and listening skills
- Team work and interpersonal skills
- Ability to form relationships with people at all levels
- Effective organizational skills
- Negotiation skills

## Reference

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