

JOHN NJANGIRU

Virtual Administrative Assistant Agent for Karibu Virtual Services

PROFESSIONAL SUMMARY

Motivated and detail-oriented administrative and customer service professional with over 5 years of experience in client relations, team leadership, and process improvement. Demonstrated success in optimizing customer satisfaction, implementing quality assurance practices, and streamlining workflows to enhance service efficiency. Recognized for excellent communication, problem-solving, and leadership abilities that drive performance and strengthen organizational reputation.

CORE COMPETENCIES

- Customer Relationship Management
 - Administrative & Operational Support
 - Team Leadership & Staff Coaching
 - Quality Assurance & Compliance
 - Complaint Resolution & Service Recovery
 - Process Optimization & Efficiency
 - Communication & Stakeholder Engagement
 - Performance Monitoring & Reporting
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PROFESSIONAL EXPERIENCE

SAMA

Team Lead | May 2021 – Present

- Lead and coach a team to achieve performance targets and maintain service quality.
 - Conduct training and mentoring sessions to enhance team competence and compliance.
 - Evaluate employee skills, identify training needs, and develop improvement plans.
 - Communicate key performance indicators (KPIs) to guide achievement of departmental goals.
 - Organize regular team meetings to share updates, reinforce company values, and drive engagement.
 - Proactively address operational challenges to minimize resource loss and downtime.
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Standard Investment Bank

Associate – Customer Service | December 2017 – April 2021

- Maintained high levels of customer satisfaction through proactive problem-solving.
- Provided product information and guidance to clients, ensuring informed decision-making.
- Handled customer inquiries via calls and emails, ensuring timely and professional responses.
- Reduced customer wait times by implementing efficient service workflows.

- Logged and tracked customer interactions to ensure accurate issue resolution.
 - Delivered training and onboarding support to new associates, promoting consistent service standards.
 - Provided feedback and recommendations to management to improve client experience.
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Horizon Contact Center (Yu Mobile)

Customer Care Representative | May 2013 – November 2017

- Managed high volumes of customer interactions with professionalism and empathy.
- Resolved customer issues promptly using internal tools and CRM systems.
- Ensured accurate and timely handling of queries, complaints, and service requests.
- Maintained product knowledge and provided clear, updated information to customers.
- Supported promotional campaigns by maintaining detailed client databases.
- Collaborated with cross-functional teams to improve processes and customer retention.

Key Achievements:

- Increased customer satisfaction from 67% to 80%.
 - Named *Team Champion* (Outbound) twice and *Agent of the Week* three times.
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EDUCATION

Foundation Institute of Africa

Diploma in Computer Studies (KNEC) – Credit Pass

ADDITIONAL INFORMATION

- Excellent oral and written communication skills.
- Strong problem-solving and analytical capabilities.
- Experienced in mentoring, team coordination, and performance improvement.
- Lifetime member, Kenya Red Cross Society.