

Zenah Muthoni Wainaina

Customer Representative Support

Personal details

-  Zenah Muthoni Wainaina
-  zenahwainaina0@gmail.com
-  +254726085285
-  Nairobi, Kenya
-  Female
-  Kenyan

Skills

Social media management

Data correction

Email communications

Data annotations

Emailing

Email communication

Customer Service

Confidentiality

Customer Support

Languages

English 

Hobbies

-  Reading
-  Cooking
-  Traveling
-  Music
-  Fitness

Profile

Customer-focused representative with experience in handling inquiries, resolving issues, and delivering exceptional service. Skilled in CRM systems, multichannel support, and customer engagement. Committed to ensuring 95%+ satisfaction and improving customer retention.

Education

Certificate in Customer Representative Support Apr 2024 - May 2024

Tutor.com

Achieved a Certificate with a focus on customer service skills - Completed coursework with a 95% average, demonstrating excellence - Received recognition for outstanding performance in capstone project - Participated in hands-on projects, enhancing practical knowledge

Certificate of AI and ML Feb 2017 - Jul 2017

Samaschool Training Center, Nairobi

- Gained comprehensive understanding of fundamental concepts in Artificial Intelligence including machine learning, neural networks, and deep learning techniques.
- Studied supervised and unsupervised learning algorithms to solve real-world problems, including classification, regression, clustering, and recommendation systems.

Kenya Certificate of Secondary School Feb 2011 - Nov 2014

Kamaguta Secondary School, Murang'a

Kenya Certificate of Primary Education Jan 2002 - Nov 2010

Naindu Academy, Murang'a

Employment

Customer representative Support Jun 2024 - Jun 2026

Jiji.com, Nairobi

- Provided prompt and effective customer support via phone, email, and live chat, resolving inquiries and issues to enhance customer satisfaction.
- Assisted customers in troubleshooting product and service problems, ensuring quick resolution and minimizing escalations.
- Collaborated with cross-functional teams to escalate complex issues and ensure timely follow-up and resolution.

Social Media Manager May 2022 - May 2024

AtomDealers, Nairobi

- Managed social media platforms to engage with customers and respond to inquiries, enhancing brand presence and customer satisfaction.
- Monitored social media channels for customer feedback and support issues, providing timely and effective responses.

Data Annotator Sep 2017 - Mar 2022

SamaSource Kenya Ltd, Nairobi branch

- Annotated and labeled large datasets to improve AI models, ensuring high accuracy and consistency in data tagging relevant to customer interactions.
- Reviewed and corrected annotated data for quality assurance, maintaining data integrity for machine learning applications in customer service contexts.