

RYAN ANG'WECH

CUSTOMER SERVICE



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📍 KENYA

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🔑 SINGLE

♂ MALE

📄 Visit Visa



LANGUAGES

English ● ● ● ● ●

Kiswahili ● ● ● ● ●

German ● ● ● ● ●



SKILLS

Cash Handling & Transactions:

- Accurate cash, credit, and mobile payment processing
- Balancing cash registers and reconciling daily transactions
- Managing refunds, exchanges, and discounts



PROFILE SUMMARY

- ✧ Over four years of experience in customer service, including UAE experience.
- ✧ Strong ability to interact with diverse customers professionally and efficiently.
- ✧ Proven expertise in handling inquiries, resolving complaints, and providing excellent customer support.
- ✧ Exceptional communication and organizational skills, with strong attention to detail.
- ✧ Proficient in Microsoft Office Suite, CRM software, and reservation systems.
- ✧ Ability to multitask in fast-paced environments and handle high-pressure situations effectively.



CAREER OBJECTIVES

Dedicated and customer-focused professional with over four years of experience in customer service, front desk operations, and guest relations. Adept at handling customer inquiries, resolving complaints, and delivering high-quality service in fast-paced environments. Skilled in communication, problem-solving, and multitasking, ensuring a positive customer experience. Seeking a dynamic customer service role in a progressive organization in the UAE.

PROFESSIONAL EXPERIENCE

Telesky Service Ltd. Nairobi, Kenya.

Position: Customer Service Representative

Duration: Feb 2023 – Nov 2024

Duties and Responsibilities:

- Responded to customer inquiries via phone, email, and in-person, ensuring prompt and professional service.
- Resolved customer complaints efficiently, achieving a 95% satisfaction rate.
- Collaborated with internal teams to improve service delivery and enhance customer experience.
- Maintained accurate records of customer interactions and transactions.

- Excellent customer service and communication skills
- Problem-solving and conflict resolution
- Proficiency in CRM software and Microsoft Office Suite
- Ability to handle high-pressure environments
- Strong organizational and multitasking abilities
- Active listening and empathy in customer interactions
- Adaptability and ability to work in fast-paced environments.

Focus Awwal Delivery Services ,UAE.

Position: Customer Service Representative

Duration: March 2021 – Dec 2022

Duties and Responsibilities.

- Provided exceptional customer support by handling phone calls, emails, and walk-in inquiries.
- Assisted customers with scheduling appointments and resolving issues.
- Processed transactions and managed the POS system.
- Maintained customer records and ensured accuracy in data entry.
- Assisted in developing customer service strategies to improve satisfaction.

Jumia E-Commerce. Mombasa, Kenya

Position: Customer Experience Agent (CX Agent)

Duration: Nov 2019 – Dec 2020

Duties and Responsibilities:

- Managed customer interactions and resolved concerns efficiently.
- Assisted with reservations and provided detailed information on services.
- Ensured seamless guest experiences by coordinating with various departments.
- Processed payments and maintained accurate financial records.

EDUCATION BACKGROUND

Diploma in Business Management St. Paul's University

2018 – 2019

Property Management

Certificate in CPA (Accounting) Institute of Commercial Management 2017

Kenya Certificate of Secondary School Mtwapa Elite Secondary School

2015 – 2016

K.C.S.E

Kenya Certificate of Primary Education

Mary Joy Primary School

2011 – 2012

K.C.P.E

DECLARATION

I hereby declare that the information furnished above is true and correct to the best of my knowledge.

RYAN ANG'WECH