

CAROLINE WAMBUI WAMBUGU

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Profile Summary

I have 4 years of experience in customer service, order fulfillment, and ecommerce sales. I am passionate about assisting businesses in improving their customer relationships by providing excellent service both online and over the phone. I've worked with companies ranging from small start-ups to large companies, assisting them with customer service, ecommerce orders, and sales. I've always been passionate about the intersection between technology and human interaction—and that's where you'll find me every day. I love making sure that customers get what they need from the company, and that they have the best possible experience while doing it.

Career Objective

I am a very motivated and hardworking individual who is seeking a position where I can gain more experience in customer service, e-commerce sales and order fulfillment. I have always been passionate about helping customers with their needs, finding new ways to improve processes, and being part of an exciting team. My goal is to continue learning and gaining more experiences in this field as it continues to evolve. If you are looking for a person who is goal-oriented, driven, and dedicated to the task at hand, then look no further.

Core Skills and Qualifications

- Clear Communication Skills
- Strong Understanding of Technology
- Adaptability and Flexibility
- Problem Solving Skills
- Supplier Management
- Process Development
- B2B experience
- SaaS experience
- B2C experience

Experience Profile

❖ Content Creator- Air Duka Online Market Place.

OctoberJanuary 2023 – August 2023

Roles:

- Review each product
- Check if the product is placed in the relevant market category
- Review and refine product title for SEO
- Optimize product description as per SEO standard with relevant keyword placement
- Check if the image is SEO friendly ,optimize image naming for each product with set SEO guidelines
- Optimize products and sellers webpage ready for bothcrawling and marketing us

❖ Customer service Representative

Sky Garden OnlineShopping Platform

October 2019 - December 2022

Roles:

- Receive direct Calls from Clients enquiring on sky garden products
- Respond promptly to customers via e-mail and online chat boxes.
- Obtaining and recording the details of customer information, inquiries, comments and complaints.
- Refer unresolved grievances to the proper company departmental specialist.
- Assist with placement and processing of orders ,refunds or exchanges
- Resolve customers complaints and address emergency issues
- Recommend potential products or services to management by collecting and analyzing customer information
- Follow up on orders made to ensure they meet delivery deadlines.
- Sell company products and services by informing them of deals and promotions
- Assist in day to day running of customer service department.
- Work with customer service manager in implementing company policies as they come up and ensure customer satisfaction

❖ Order Fulfillment Unit Agent

November 2017 - July 2018

Roles:

- Picking orders from locations
- Quality checking and confirming if it is the right order
- Packing neatly so that the company can deliver happiness to the customers

Software Experience

- 3CX
- Customer Management Software
- Order Processing Dashboard

Personal Attributes

- Self-motivated and independent while able to coordinate as a team member
- Eager to learn
- Good communication skills
- Ambitious
- Determined
- Critical thinker

Education

CERTIFICATE

Ongoing Certificate of Digital Marketing

Certification of Customer relation

Certification of SEO Training Masterclass6th

References

Available on request