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Profile

Detail-oriented Virtual Assistant and Customer Service Representative with over 2 years of experience in delivering exceptional customer support and administrative services. I am a qualified Virtual Assistant at ALX, where I have developed strong email management skills and time and calendar organization skills. I am proficient in using tools like Google Workspace, Asana, Calendly, and AI applications such as Canva and ChatGPT, streamlining workflows and boosting efficiency.

I consistently maintain a 95% customer satisfaction rate in my customer service roles by resolving issues swiftly and ensuring positive customer experiences. With proven expertise in multitasking, problem-solving, and collaborating with teams, I am dedicated to providing seamless support in both virtual assistance and customer service capacities.

Professional Experience

2022/02 – present
Nairobi, Kenya

Customer Service Representative

Majorel

- Maintained a 95% customer satisfaction rate while efficiently managing a high volume of chats, calls, and emails.
- Collaborated with cross-functional teams to develop and implement a streamlined FAQ resource, resulting in fewer complaints and improved customer retention.
- Demonstrated exceptional empathy during customer interactions, contributing to a 20% increase in customer satisfaction scores.
- I resolved customer inquiries related to payment delays, orders, billing, and refunds with accuracy and professionalism.
- Escalated critical issues involving technical, legal, and marketing concerns to the appropriate operations teams for swift resolution.
- Managed and updated customer accounts and information to ensure accuracy and seamless service.
- Analyzed customer feedback to identify key areas for improvement, driving service excellence.

2021/07 – 2022/02
Nairobi, Kenya

Sales Team Leader

KOKO Networks Limited

- Identified emerging customer needs and trends, contributing to the implementation of strategies that improved sales by 20%.
- Conducted comprehensive training sessions for the sales team on KOKO sales tools, covering the Android application, videos, and brochures.
- Prepared reports on sales volumes, merchandise, and personnel matters.
- Played a key role in coming up with new ideas, marketing strategies, and sales tricks, which resulted in 10% customer retention and a 20% increase in customer base.
- Organized and maintained inventory.
- Supervise staff, assign work duties, and establish schedules.

2020/06 – 2021/07
Nairobi, Kenya

Customer Sales Representative

KOKO Networks Limited

- Accomplished a personal milestone by successfully selling 1200 cooker kits within a year of joining, thereby expanding the customer base.
- Responded promptly to customer inquiries for the product, company services, and company information.
- Contributed to heightened brand visibility by actively supporting social media marketing and promotional efforts.

- Spearheaded new strategies among fellow team members to increase sales and enhance team collaboration.
- Presented, demonstrated, and sold KOKO Kit through features, advantages, and benefits (F.A.B.) of the Merchandise.

Skills

Email management, Detail oriented, Calendar management, Time management, Communication skills, Leadership, Flexibility, Problem Solving Skills, Tech Savvy

Tools - Asana, Slack, Google Workspace, Zendesk, Jira, Shopify, Calendly, Canva, Chat GPT

Education

2014/09 – 2018/09
Nairobi, Kenya

Bachelors Degree in Leather Science and Technology
University of Nairobi

References

Available upon request