

# **Felix Githinji IMandere**

P.O Box 1029Eldoret-Kenya

Tel:+254727862464

Passport number: CK48961

Email:felixdongithinji@gmail.com



## **PROFESSIONAL SUMMARY**

- **Energetic Customer Service Representative with 5+ years of experience resolving complex customer inquiries.** Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

## **HIGHLIGHTS**

- Proven customer support experience or experience as a Client Service Representative
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively

## **KEY SKILLS AND ABILITIES**

- Ability to stay calm when customers are stressed or upset.
- Comfortable using computers.
- Experience working with customer support.

## **PROFESSIONAL EXPERIENCE**

**2017 –2019: NAIROBI SPORTS HOUSE**  
**POSITION: CUSTOMER CARE AGENT**  
**DUTIES**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**2015- 2016: UNION SPORTS CLUB-NAIROBI**

**POSITION: CUSTOMER CARE**

**DUTIES**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
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- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**2013- 2015: SIX EIGHTY HOTEL NAIROBI**

**POSITION: FRONT DESK CUSTOMER CARE**

**DUTIES**

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- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**EDUCATIONAL BACK GROUND**

**2015-2017: NAIROBI AVIATION**

**DIPLOMA IN HOTEL MANAGEMENT**

**2013-2014: ELGON VIEW COLLEGE**

**FRONT OFFICE OPERAION CERTIFICATE**

**COMPUTER AND DRIVING SCHOOL**

**2008-2012: ATNAS KANDIE HIGH SCHOOL**

**CERTIFICATE OF SECONDARY EDUCATION**

**1999-2007: CERTIFICATE OF PRIMARY EDUCATION**



# The Kenya National Examinations Council



## KENYA CERTIFICATE OF SECONDARY EDUCATION

This is to certify that the candidate named below sat for the Kenya Certificate of Secondary Education examination in the subjects shown and attained the grades indicated.



34559209/004



NAME MANDERE FELIX GITHINJI  
ATNAS KANDIE SECONDARY SCHOOL

\*M1\* 34559209/004

SUBJECT	GRADE
101 ENGLISH	D+ (PLUS)
102 KISWAHILI	D (PLAIN)
121 MATHEMATICS	D- (MINUS)
232 PHYSICS	D (PLAIN)
233 CHEMISTRY	D+ (PLUS)
311 HISTORY AND GOVERNMENT	C (PLAIN)
312 GEOGRAPHY	C- (MINUS)
585 BUSINESS STUDIES	C (PLAIN)



SUBJECTS NAMED EIGHT MEAN GRADE D+ (PLUS)  
EXAMINATION OF YEAR 2012  
PRINTED : 160301.09274349

Chief Executive Officer  
Kenya National Examinations Council

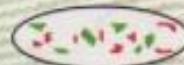


Chairman  
Kenya National Examinations Council

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KCSE /12 1429447



For Superior Performance

Presented this day

January 20, 2020

## Felix Githinji Mandere

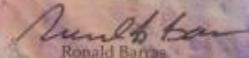
For superior performance while serving the Soldiers, Sailors, Airmen, Marines & International Forces executing their combat missions in Afghanistan. Your hard work and professionalism have set the standard for exceptional "Customer Service". Your dedication, professionalism, and commitment to excellence are instrumental to the mission for Fluor FS Koele DFAC to support in Afghanistan.

Your actions brought great credit upon yourself, and to all the Food Service Personnel supporting the mission.

Thank you for a job well done !!!



Akbar Pathan  
ES Supervisor Senior  
LOGCAP IV-AFGHANISTAN



Ronald Barcas  
ES Manager, Senior II  
LOGCAP IV-AFGHANISTAN

**FLUOR**





5TH March 2020

## TO WHOM IT MAY CONCERN

**REF: FELIX GITHINJI MANDERE**

This is to certify that the above person was one of our employees in our organization and was employed as a customer care agent.

His main duties were to provide assistance to customers in a very pleasant and friendly manner, Manage large amounts of incoming phone calls.

His general conduct was outstanding with discipline being top priority his tactical skills were unmatched we wish him all the best in him future endeavors

Sincerely

**GEORGE MWANGI**

**HUMAN RESOURCE**

NAIROBI SPORTS HOUSE

P.O BOX 5423

5 March 2020