

MARY KINYANJUI

CUSTOMER SERVICE REPRESENTATIVE | REMOTE SUPPORT

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PERSONAL PROFILE

Remote customer service professional with over a year of experience handling high-volume inquiries across phone, email and chat, consistently meeting strict KPI and quality targets. Skilled at resolving customer issues on first contact, managing escalations, and maintaining accurate case documentation. Fluent in written and spoken English, quick to learn new support platforms, and comfortable working independently in a fast-paced, target-driven remote environment.

RELEVANT EXPERIENCE

Operations Customer Expert

Feb 2026 – Aug 2026

Teleperformance EPZ Majorel — Mombasa, Kenya (Remote/Hybrid)

- Handle 100+ inbound customer calls and emails daily, delivering prompt, friendly and professional support in line with strict service-level KPIs.
- Resolve 95% of customer inquiries on first contact, directly improving satisfaction scores.
- Manage escalations and maintain accurate case documentation for 200+ cases weekly using company support systems.
- Balance multiple customer conversations simultaneously while meeting response-time and quality guidelines.

School Lead

Oct 2025 – Jan 2026

Bridge Talent; Food For Education — Mombasa, Kenya

- Responded to parent and student inquiries with a 90% resolution rate within 24 hours, reflecting strong written communication and follow-through.
- Managed and updated records for 500+ students and parents, ensuring accuracy across a high volume of accounts.
- Proactively identified and resolved service issues, cutting delays by 15% — a problem-solving, solutions-oriented approach central to customer support.

Freelance Administrative & Operations Assistant

Mar 2023 – Aug 2024

AJNETWORKS

- Provided remote administrative and client support for multiple clients across 3 countries, communicating via email and chat to ensure timely task completion.
- Performed data entry and record management at a 99% accuracy rate, supporting reliable account and order-related documentation.
- Supported coordination and documentation across 10+ projects, all delivered on time, while working independently and managing my own schedule remotely.

EDUCATION

Bachelor of Science in Mathematics and Computer Science

Technical University of Mombasa

- Coursework in databases, systems and software tools — supports quick adoption of CRM and helpdesk platforms.

KEY SKILLS

- **Customer Support Channels:** Email, phone and live chat inquiry handling
- **Problem Resolution:** First-contact resolution, escalation management, solutions-oriented mindset
- **Communication:** Fluent, professional written and verbal English
- **Accuracy & Documentation:** Case logging, CRM records, order and account data integrity
- **Remote Work Readiness:** Self-managed, reliable, independent under KPI targets
- **Technology:** Microsoft Office; comfortable learning new platforms (e.g. Shopify, Zendesk, Gorgias)
- **Time Management:** Handling high call/message volume without dropping quality
- **Adaptability:** Fast learner across new tools, products and support workflows