

CURRICULUM VITAE
CHRISTINE ATIENO ACHIENG

CONTACT DETAILS	Cell Phone No: +254(0)700035367 Email Address: cachieng5@gmail.com
PERSONAL DETAILS	Date of Birth: 30 th May 1995 ID No.: 33484865 Gender: Female Marital Status: Single Citizenship: Kenyan Religion: Christian Language: English and Kiswahili Fluent in both written and spoken
CAREER OBJECTIVE AND RESUME SUMMARY	To be able to firmly achieve all set targets and goals satisfactorily by motivating, mobilizing and utilizing all available resources, major prime objective is to conduct given duties in a competent and professional manner in compliance with standard procedures undertake training as required to broader operational focus.
AMBITIONS	• Be a resourceful person to the company I serve • Be a team player in the work environment • Overcome or bear with the challenges and dynamics of work
EDUCATION	Dirubi Secondary School (2018) • Kenya Certificate of Secondary Education Riverbank Primary School (2009) • Kenya Certificate of Primary Education

WORK EXPERIENCE	Zenko Kenya Limited – Tele Sales Executive 4th April 2022 – to date • Contact potential or existing customers to inform them about a product or service using scripts. • Answer questions about products or the company. • Required to hit monthly targets set. • Ask questions to understand customer requirements and close sales. • Direct prospects to the field sales team when needed. • Enter and update customer information in the database. • Take and process orders in an accurate manner. • Handle grievances to preserve the company's reputations. • Go the "extra mile" to meet sales quota and facilitate future sales. • Keep records of calls and sales and note useful information. • Initiating sales with potential customers over the phone. • Asking questions to engage customers and keep the conversation going. • Gathering and documenting customer information, payment methods, purchases, and reactions to products. • Handle walk-in clients. • Submitting daily reports on calls made and feedback. • Ensure that the customer data base is up to-date. • Support of sales processes via phone calls to the customers. • Introducing the organization's products or services to customers in order to follow up with further steps of the sales pro • Initiating repeated orders by follow up phone calls after the customers' purchases. • Carrying out market research on how to address customers. • Preparation of sales reports and caparisons of competitors' offer conditions. • Consistently make a good first impression when calling leads. • Engage potential customers in dialogue that opens opportunities. • Commit to departmental and individual quotas/goals. • Meet company expectations for excellent customer service. • Update contacts database when necessary. • Provide information regarding product/service in an engaging manner. • Answer all customer questions honestly and accurately. • Take relevant notes on all calls for future use and enter into database. • Process orders quickly and accurately. • Maintain a friendly, professional tone at all times.
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- Function as part of the team with sincere enthusiasm.

Calltronix Contact & Training Center – Customer Service Executive 17th August 2020 - 31st March 2022.

- Managing large amounts of inbound and outbound calls in a timely manner
- Answering calls professionally to provide information about products and services, take/cancel orders or obtain details of complaints
- Greeting customers warmly and ascertain role or reason for calling
- Identifying customers' needs, clarify information, research every issue and providing solutions to achieve customer satisfaction
- Keeping records of customers interactions, recording details or inquiries, complaints and comments as well as actions taken. Process orders, forms and applications.
- Working with customer service manager to ensure proper customer service is being delivered.
- Taking part in training and other learning opportunities to expand knowledge of company and the position
- Understanding and striving to meet or exceed contact center metrics while providing excellent consistent customer service
- Following communication procedures, guideline and policies
- Meeting personal/team qualitative and quantitative targets.

Rama Homes Limited Customer Relations Officer August 2018 – July 31st 2019

- Evaluate rental options to help clients obtain financing at the best prevailing rates and terms.
- Interview clients to determine what kinds of properties they are seeking.
- Generate lists of properties that are compatible with rentees' or buyer's needs and financial resources.
- Arrange meetings between potential rentee or buyer and Rama Homes Directors when details of transactions need to be negotiated.
- Prepare documents such as representation contracts, purchase agreements and offer letters after payment is approved.
- Dispatch through uploading the offer letter and KYC documents to assigned attorney.
- Collect the KYC documents from assigned clients.
- Arrange for title searches to determine whether clients have clear property titles.
- Accompany buyers during visits to inspections of property, advising them on the suitability and value of the homes they are visiting.
- Telephone sales - taking part in ring out sessions.
- Arrange appointments between mortgage advisors, valuers and buyer.

	- Referring and introducing potential clients to Rama Homes Limited. - Liaising by phone and email with property owners, solicitors, building societies and surveyors. - Collect payment from new and existing clients. - Perform feasibility study on new markets and advise the management on how else we can penetrate the market. - Escalating all complains from clients and beyond my capacity to CHM. - Managing clients through E file.
COMPUTER SKILLS	- Advanced skills in Microsoft Office, Smart Tally, Adobe and Internet Explorer - Efficiency in debiting and crediting - Reconciliation of statement of accounts
NON-WORK INTERESTS	- Cooking - Visiting Children's Home - Traveling - Watching Movies
REFEREES	Serah Mutua Account Manager Calltronix Contact & Training Center Serah.mutua@calltronix.com +254(0) 701 943815 Elizabeth Mulwa Account Manager Calltronix Contact & Training Center elizabeth.mulwa@calltronix.com Mobile No.: +254(0) 701 028046 Gocho Kimani Director Kleansley Hygiene Plus Ltd gocho@gocholaw.co.ke Mobile No.: +254(0)722 709690