**Aura Cedric Jude**

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Nairobi, Kenya P.O Box 74377-00200

**Personal Statement**

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support in the service industry. Extensive experience of working in the front line helping clients and colleagues resolve complex technical issues both in IT and the BPO industry. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company or institution. Currently looking for a suitable IT support position with an ambitious company or organisation.

**Employment History**

**Jumia Kenya Online Shopping (E cart Services)**

Customer Experience Executive

2015 May –Sep 2016

**Issue Resolution Agent**

* Assist in face to face conversation with customers in answering questions and sorting out queries with regards the technicalities of Items sold on the Jumia Website.
* Follow up on Issues escalated by CSE agents on inbound.
* Liaison between departments in following up issues and complaints raised by customers.

**Customer Service Executive**

* Assist in selling processes for customers and generate additional sales
* Coordinate information to customers that browse the website during store discovery
* Perform phone conversation with customers to answer their questions, provide information and advise them.
* Handle special requests and complaints from customers
* Collect and store useful data within backend system
* Ensure follow up through emails, phone or and any required means
* Resolving escalated issues to Issue resolution team and follow up with the relevant department for solution.
* Replying to requests questions and issue resolution through emails and social media; Facebook

**Dstv Kenya/Multichoice Kenya Limited (Career Directions Limited)**

Customer Service Agent

2013 November to 2015 March

* Opening new accounts from customers
* Answering inquiries by clarifying desired information; researching, locating, and providing information.
* Resolving problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfilling requests by clarifying desired information; completing transactions; forwarding requests. Selling additional services by recognizing opportunities to up-sell accounts; explaining new features.
* Maintains call center database by entering information.
* Keeping equipment operational by following established procedures; reporting malfunctions.
* Updating customer details

**Yu Mobile Kenya (Horizon Contact Centers)**

Customer Service Representative.

July 2012 to April 2013

* Attracting potential customers by answering product and service questions; suggesting information about other products and services.
* Opening customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.

**Machackos College (Moi University Constituent College)**

Lecturer Computer Packages/ It technician

2011 February to 2011 October

* Tasked with teaching Computer Packages (MS Word, Excel and Access) and System Analysis and Design.
* Provided detailed database training to college staff.
* Repairing and upgrading all hardware and ensuring all computers were fully operational.
* Manning the in-house network and ensuring its seamless functionality.
* Installing new systems.
* Explaining all It issues to non-technical employees

**Safaricom Marketing Impact Team (Top Image Consultants)**

Sales Agent

2008 August to 2008 December.

* Marketing Safaricom Broadband Service;
* Identifying and Maximizing potential areas of sale.
* Recruiting post-paid customers on voice and data.
* Setting up the Safaricom Broadband Service.

**Key Skills**

**Technical Skills**

* Microsoft Office
* SQL
* Visual Basic
* CRM system
* Zendesk System
* IBS System
* OMS System

**Memberships**

* Red cross Kenya
* Kenya Library Services

**Languages**

* English (Fluent)
* Swahili (Fluent)
* Luganda (Basic)

**Education**

* Teacher Education Programme Diploma in Information Technology

**Module 1 and 2 (Pass)**

**Kenya Technical Teachers College**

January 2008 to July 2010

* Kenya Certificate of Secondary Education

**O levels (Mean Grade C+)**

**Mbale Boys High School**

Feb 2002 to November 2006

* Currently Pursuing

Microsoft Certified System Administrator

**Computer Pride Kenya**

**Personal Interests**

Writing, Online Shopping, Soccer, Table Tennis.

**References**

1. Fauz Suleiman

Customer Service Overall Team Leader

Jumia Kenya

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