

MERCY W. NDUNGU

Middle Customer Service Representative

SUMMARY

With over three years of professional experience, the software engineer brings a robust background in customer service with solid technical skills. While the resume provided does not explicitly mention a software engineering role or computer science education, it highlights advanced computer proficiency, including knowledge of various software and operating systems. The candidate shows strong expertise in using CRM software like Oracle and Zendesk, which are pivotal in software development for customer-related analytics. Also noted is the engineer's experience with Microsoft Office and G Suite. The candidate's proven track record of analyzing data, managing customer databases, and implementing process improvements demonstrates an analytical mindset and problem-solving skills relevant to software engineering tasks.

TECHNICAL SKILLS

Main Technical Skills	App Service (3 yr.), Sales Analysis (2 yr.), Marketing research (2 yr.), Oracle VM VirtualBox (2 yr.), Office 365
JavaScript Libraries and Tools	p5.js
QA, Test Automation, Security	Allure Report
Project Management & Administration	Marketing research (2 yr.), Problem Solving
Third Party Tools / IDEs / SDK / Services	Office 365
Virtualization, Containers and Orchestration	Oracle VM VirtualBox (2 yr.)
Other Technical Skills	Team Collaboration

WORK EXPERIENCE

Customer Service Representative, Customer Service Operations

Duration: January 2015-September 2015

Summary: Handled customer inquiries and provided product and service information, maintaining detailed accounts and utilizing CRM software for continuous improvement.

Responsibilities: Managed a high volume of customer interactions, ensured effective communication and resolution of priority issues, maintained detailed records of customer interactions and feedback.

Technologies: CRM Software



Customer Service Representative, Customer Service Excellence

Duration: November 11th, 2019 - December 31st, 2021

Summary: Provided exceptional customer service across Canada and the USA, managed order processing and acted as a liaison between customers and internal departments.

Responsibilities: Resolved customer inquiries and complaints, managed end-to-end order processing, developed and maintained customer databases, facilitated communication for problem resolution.

Technologies: CRM Software, Email, Phone, Chat

Sales and Marketing Representative, Pepsodent Herbal Toothpaste Sales and Marketing

Duration: January 2022 - May 2024

Summary: Spearheaded sales and marketing for Pepsodent Herbal Toothpaste, analyzing market data to drive brand awareness and revenue growth.

Responsibilities: Led sales and marketing initiatives, utilized virtual assistance techniques to engage customers, analyzed market data for product development, collaborated on sales campaigns.

Technologies: Microsoft Office, G Suite, Email, Chat, Social Media Platforms

EDUCATION

- **Bachelor of Commerce (Finance Option)**

Graduated with honors, focused on finance and business management, gaining valuable insights into market dynamics and financial strategies.

Sept 2015-July 2019

- **High School Diploma**

Completed secondary education with a focus on academic excellence and extracurricular involvement.

January 2010 November 2014

CERTIFICATION

- **ICDL Certification**

Attained International Computer certification, demonstrating proficiency in essential computer skills and applications.

December 2014-July 2015

