

JOY WAWIRA NJERU

Biochemist | Customer Success Specialist

ljoywawi@gmail.com |

Summary

Dynamic and results-driven professional with two years of customer service experience at Equity Bank, excelling in client relations, problem resolution, and service efficiency. Adept at leveraging analytical and data-driven approaches from a biochemistry background to enhance decision-making and process optimization. Proven ability to improve customer satisfaction scores and streamline service operations, leading to increased client retention and operational efficiency. Passionate about delivering high-quality service while integrating scientific precision and data analysis into customer-focused solutions.

Experience

EQUITY BANK KENYA | Nairobi, Kenya *Customer experience specialist* | 03/2020- 05/2023

- Managed a portfolio of clients, resolving inquiries efficiently and enhancing customer satisfaction, leading to a 15% increase in retention rates.
 - Developed strong relationships with customers by advising them on banking products and troubleshooting account issues, reducing escalation cases by 30%.
 - Streamlined customer service workflows, decreasing response time by 20% and implementing feedback-driven improvements that boosted satisfaction scores by 25%.
 - Analyzed customer interaction trends to identify pain points, recommend innovative solutions, and personalize engagement strategies.
 - Monitored key performance indicators to assess service quality, utilizing data analytics to drive improvements and report actionable insights to management.
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Education

University of Nairobi | Nairobi, Kenya

Bachelor of Science Biochemistry | 08/2020- 06/2024

Skills

- **Customer service &Support:** Query resolution, complaint handling, emailing and calling
 - **Software Proffeciency:**Banking software(finacle),CRM systems,Zendesk,Microsoft suite, Google forms, Excel and AI automation tools e.g. Make.com
 - **Administrative and Analytical Skills:** Data analysis, Documentation
 - Team Collaboration & Communication
 - Training & Development
 - Problem Solving & Issue Resolution
 - Database Management & Data Entry
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Certifications

- **Customer service training** | Alisson online school
 - **Banking and financial services** | Equity Bank Kenya
 - **Biochemistry** |University of Nairobi
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Passions

- **Data Integrity** - Passionate about maintaining high data integrity, ensuring accuracy and reliability in every dataset I handle.
 - **Problem solving**-Passionate about customer pain points, analyzing root causes, and implementing effective solutions to enhance client satisfaction.
 - **Relationship Building** – Enjoy fostering strong client relationships by providing personalized support and ensuring long-term customer success.
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Languages

- **English** | Proficient
- **Swahili** | Native

