

VICTOR LANGAT

CUSTOMER SERVICE & SALES

CONTACT

+254707790178

langatv28@gmail.com

Kangemi,Nairobi

EDUCATION

2022- 2025
NAIROBI NATIONAL POLYTECHNIC

- Diploma in Information & Communication Technology

2018 – 2021

- **Kongoi Secondary High School**
  GRADE: C

SKILLS

- Customer Service & Client Support
- Sales Assistance & Product Knowledge
- Communication & Interpersonal Skills
- Organization & Store Management
- Problem Solving & Attention to Detail
- Teamwork & Collaboration
- Basic Computer & POS System Skills

ADDITIONAL STRENGTHS

- Strong interest in reading and learning
- Ability to assist customers in finding products
- Friendly and approachable personality
- Able to multitask in a busy environment

LANGUAGES

- English (Fluent)
- Kiswahili(Fluent)

PROFILE

Customer-focused Customer Service Representative with experience handling customer inquiries, resolving complaints, and providing support through phone, email, and online chat channels. Skilled in communication, problem-solving, customer satisfaction, and relationship management. Proficient in computer applications with a typing speed of 45+ WPM. Seeking to contribute excellent customer support skills to Kilimall Kenya.

WORK EXPERIENCE

Dreamport, Delaware, USA NOV - FEB 2026
Customer Service Representative (Remote)

- Assisted customers with bookings and inquiries in a professional manner
- Managed client requests and ensured accurate service delivery
- Handled complaints and provided timely solutions
- Delivered personalized services to improve customer satisfaction

Collection Africa JULY -0CTOBER 2025
Debt Collector

- Communicated with clients to recover outstanding payments
- Built strong relationships through effective communication
- Maintained accurate records of customer interactions
- Worked towards achieving set financial targets

Shelf Masters JAN -JUNE 2025-
IT Intern

- Provided user support and resolved technical issues
- Assisted in maintaining systems and equipment
- Developed strong problem-solving and organizational skills

REFERENCE

MARYANN NJOKI
Shelf masters
Director
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