



VICTOR LANGAT

CUSTOMER SERVICE

CONTACT

+254707790178

langatv28@gmail.com

kangemi, Nairobi

EDUCATION

2023- 2025

NAIROBI NATIONAL POLYTECHNIC

- Diploma in Information & Communication Technology

2018 - 2021

KONGOI SECONDARY HIGH SCHOOL

GRADE: C

SKILLS

- Conflict Resolution
- Time Management
- Multitasking
- Email & Phone Support
- Attention to Detail

LANGUAGES

- English (Fluent)
- Kiswahili(Fluent)

PROFILE

Customer-focused and results-driven support professional with a strong background in client service, problem-solving, and effective communication. Committed to delivering exceptional customer experiences, resolving issues efficiently, and ensuring customer satisfaction. Adaptable, patient, and quick to learn new systems and tools.

WORK EXPERIENCE

collection africa

JAN - AUG 2025

Debt Collector

- Develop and implement effective debt recovery strategies and processes that align with the company's financial goals and compliance standards.
- Lead, mentor, and support a team of debt collection agents, fostering a professional and target-driven environment focused on maximizing recoveries.

DREAMPORT, DALWARE, USA

2022 - 2023

Remote Customer Service

- Booked and managed flight reservations for clients, ensuring accuracy and timely confirmations.
- Coordinated travel itineraries and addressed client inquiries professionally.
- Delivered personalized travel solutions to meet individual client needs.

shelf masters

2021 - 2022

Marketing Manager & Specialist

- Develop and maintain strong relationships with partners, agencies, and vendors to support marketing initiatives.
- Monitor and maintain brand consistency across all marketing channels and materials.

REFERENCE

MARYANN NJOKI

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Director

Phone: +254791084147