

Joan Wanjiru Waweru

 +254 721 870 872 |  wawerujoan77@gmail.com |  [LinkedIn](#)

Profile Summary

Customer & Administrative Service professional with 11+ years of experience in customer support, front office operations, and administrative coordination across healthcare, finance, and e-commerce. Skilled in managing customer inquiries, documentation workflows, billing processes, and digital record-keeping. Adept at using CRM platforms, Google Workspace, and Microsoft Office tools to ensure efficiency and accuracy in service delivery. Recognized for empathy, problem-solving, organizational skills, and proactive communication that enhance customer satisfaction and streamline operations.

Core Competencies & Skills

- **Customer Support & Relationship Management** – Handling high-volume inquiries (calls, chats, emails), issue resolution, escalation management, and client satisfaction.
- **Administrative & Documentation Support** – Data entry, report preparation, invoice monitoring, records management, and digital filing.
- **Communication & Interpersonal Skills** – Clear written and verbal communication, conflict resolution, and customer engagement with empathy and professionalism.
- **Digital & Technical Proficiency** – Skilled in Google Workspace (Docs, Sheets, Drive), Microsoft Office Suite, and CRM systems (Zoho, HubSpot, Salesforce).
- **Organizational & Process Management** – Workflow coordination, scheduling, prioritization, and use of task/project management tools (Asana, Trello).
- **Financial & Billing Administration** – Invoice tracking, payment reconciliation, insurance billing, and financial reporting.

Professional Experience

Customer Service / Front Office Officer

Equity Afya Hospital – Nakuru | Apr 2025 – Present

- Respond to patient inquiries and appointment requests with professionalism and empathy.

- Manage billing processes through cash and insurance, ensuring accuracy and timely invoicing.
- Maintain confidential digital and physical records, supporting smooth hospital workflows.
- Provide frontline administrative support to doctors, nurses, and patients, enhancing service efficiency.

Customer Experience Agent

Jumia Kenya Ltd – Nakuru | Oct 2021 – Sep 2023

- Handled customer tickets, emails, and live chats, delivering prompt and solution-oriented responses.
- Resolved delivery, billing, and technical issues, ensuring customer satisfaction and repeat business.
- Monitored and corrected payment discrepancies, escalating unresolved cases to the finance team.
- Collaborated with internal teams using CRM tools and shared platforms to track cases and streamline processes.

Customer Experience Executive

Kenya Commercial Bank – Nairobi | Nov 2019 – Apr 2021

- Managed inbound and outbound calls, addressing customer inquiries and providing guidance on banking procedures.
- Documented interactions in the CRM system and escalated complex cases for resolution.
- Supported internal teams by ensuring timely information flow and customer follow-ups.
- Enhanced client experience through clear communication, empathy, and problem-solving.

Customer Service Officer (CSO)

Real People Kenya Ltd – Nairobi | Jul 2011 – May 2019

- Oversaw front office operations and client-facing administrative functions.
- Performed petty cash management, reconciliations, and financial reporting for internal use.
- Maintained document workflows and filing systems, ensuring compliance and accessibility.
- Assisted sales teams by preparing reports, generating leads, and offering after-sales customer support.

Front Office Receptionist

Alexander Forbes Financial Services – Nairobi | Feb 2011 – Apr 2011

- Delivered front desk and client support services, managing calls, correspondence, and appointments.
- Provided administrative support including document handling and office supply management.

Manager

The Vine Bakery – Nakuru | Apr 2010 – Jan 2011

- Directed day-to-day operations, including staff supervision, stock control, and cash management.
- Introduced process improvements for efficiency and productivity.

Internships

Kenya Broadcasting Corporation (KBC) | Aug – Dec 2007

Kenya News Agency (KNA) | Apr – Jul 2009

- Supported content creation, editing, and administrative tasks in broadcast and media operations.

Education

- **Diploma in Media and Communication** – Kenya College of Communication Technology, Nairobi (2006 – 2009)
- **Certificate in Microsoft Office Applications** – Rehoboth Computer College (2006)
- **Kenya Certificate of Secondary Education (KCSE)** – Nduriurumo High School (2002 – 2005)

Additional Information

- **Hobbies:** Charity work, Environmental care
- **Referees:** Available upon request

