

DANIEL MURIMI NJIRAINI

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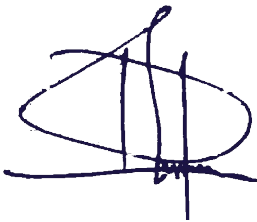
Before anything else: my full portfolio, including every relevant supporting document — CV, recommendation letter, academic certificates, and police clearance certificate — is available to view and download at <https://primalsonics.github.io/Cv/>, each including the website curated by me.

I bring nearly 2 years of frontline customer service experience. What sets me apart is the pairing of that service background with real technical depth. I have worked on a CRM system for real estate management — from lead integration through client onboarding and payment processing. That combination means I don't just handle customer interactions; I understand the systems behind them, which makes me faster to train on new tools and platforms and better equipped to spot process improvements.

I'm proficient with Verint, Zendesk, Jira, Five9, Slack, and MS Teams, and I'm a fast, self-driven learner who treats feedback as a tool for growth rather than a setback.

I'd welcome the chance to bring that same reliability and initiative to your team. Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,



IT diploma graduate with hands-on experience in customer service and software development support. Skilled at building client relationships, resolving issues efficiently, and meeting performance targets in fast-paced BPO environments. A reliable team player who is quick to learn, well organised, and open to feedback as a tool for growth.

EXPERIENCE

Customer Service Agent, CCI KENYA

Whatnot Account · Permanent Contract · February 2025 – Present, (1 year 7 months)

- Handle inbound customer queries for the Whatnot e-commerce platform, resolving primary issues directly or escalating through the correct channel to ensure customer satisfaction.
- Consistently meet daily performance targets and hygiene KPIs while maintaining detailed interaction summaries for quality assurance and future reference.
- worked with workforce and management software like
 - Verint
 - Ticketing and task management software Zendesk.
 - Jira for raising and handling requests assistance.
 - Slack for team reachouts.
 - teams proficient.
- Support customer retention and account growth through proactive upselling during calls/emails.

Customer Service Agent, CCI KENYA

Sharper Image Account · 3-Month Contract · October 2024 – January 2025, 3 months

- Delivered front-line customer support for the Sharper Image account, resolving order, billing, and product queries within set service-level agreements.
- worked with workforce and management software like
 - Auto dailer software like Five9.
 - Jira for raising and handling requests and asking for assistance.
- Maintained accurate call documentation and contributed to consistent daily KPI achievement.

Junior Developer Intern, EXCELLE INSIGHTS

January 2024 – May 2024 (4 months)

Dealt in providing assistance with a crm (Customer relations management) software for Real estate management software from lead integration to client onboarding and payment management.

- Assisted in debugging and maintaining back-end systems under senior developer supervision.
- Observed software development contracts and client-specific technical constraints.
- Languages interacted with
 - Js(javascript)
 - Bootstrap5(js)
 - Php(Hypertext Preprocessor)
- Supported product activation and client onboarding processes.

Online Sales Agent (Commission-Based),

CUSTOM APPAREL May 2023

- Manage online sales of custom-made bags across multiple platforms, earning a 20% commission per confirmed sale.

Sales Person,

DENIS ELECTRONICS January 2021 – August 2021 (8 months)

- old small electronic gadgets and provided customers with product guidance in a retail setting.

Auto Detailing (Freelance)

March 2020 – June 2020 (4 months)

- Performed high-pressure cleaning and detailing services for automobiles.

EDUCATION BACKGROUND

January 2023 - December 2024 JOMO KENYATTA UNIVERSITY (JKUAT)

Diploma in Information Technology

COMPUTER PROFICIENCY

Software

Design software –

Microsoft office Packages,
Adobe premier pro,
Adobe audition,
Audacity, Adobe
Photoshop
Fruityloops studio.

Hardware proficiency :

Hardware Maintenance
Cable management
Networking
Internet of things Filing Management
Component change
Component upgrades
Pc Builds

Basic hardware maintenance for computers from Jomo Kenyatta University of Agriculture and Technology (JKUAT).

September 2022- December 2022 – JOMO KENYATTA UNIVERSITY (JKUAT)

Certificate in Information Technology

Credit pass: School of computing and Technology

January 2015 – December 2018 – Kianyaga High School

Postal Address: P.O. Box 20, Kianyaga

KSCE certificate C-

January 2012 – December 2014 –Kamuthatha Boarding Primary School

(Kithimu, Nembure, Eastern, Kenya)

KCPE 344 marks

STRENGTHS

- I have good communication and interpersonal skills.
- I am a team player with excellent organizational skills
- I am a self-starter who is always committed to completing assigned projects.
- I am open to positive criticism as a tool to better my performance in my duties.

CORE STRENGTHS

- Fast learner
- Reliable, committed team player
- Open to constructive feedback

HOBBIES

- Music
- Reading
- Outdoor activities
- Photography

SKILLS

- Customer service & client retention
- Communication & interpersonal skills
- MS Office, Adobe Premiere Pro, Audition, Photoshop proficiency
- Basic computer hardware maintenance
- Team collaboration & organisation
- Self-driven & target-oriented

Below are all the References that may be contacted to verify my information.

REFERENCES

Derrick Owino
Team lead(Whatnot campaign) CCI kenya

Martin Munene CEO Excelle insights

Mwaniki Ngatia CEO (Ternga Limited)

Eliud Wachira

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