



Annastasia Waithera

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- 🌐 KENYAN

Professional Summary

- A committed Customer Relations Executive who is motivated and knowledgeable in customer relationship (CRM) practices. Willing to learn all business processes to correctly answer customer queries. Applies a proactive approach to reviewing client needs to deepen relationships and offer superior customer service.

Work History

Feb 2023 – 7th May 2025

Digital Customer Experience Executive **Al Futtaim Motors and Electric Mobility –Polestar, BYD, Volvo** **Jeep, RAM, Dodge. Toyota**

- Receiving and contacting customer enquiries via Connect, CRM, Social Media C4C platform.
- Providing customers with accurate information related to their enquiries.
- Educating the customers on EV Specifications and benefits etc.
- Promoting offers in line with customers' needs eg Drive on lease and HP.
- Passing already actioned leads received in the various sales platforms to selected branches
- Sending emails to branches as a back-up or follow-up.
- Attend regular product training to enhance customer advice.
- Improved call metric standards to exceed performance KPI targets.
- Successfully generated new business via telephone sales, achieving profit growth targets.

Jan 2022 – Jan 2023

Patient Relations Officer **Health Hub Al Futtaim - Dubai, UAE**

- Inbound calls from patients
- Send emails to the appropriate recipient
- Book for patients with doctors in their preferred clinics and specialty
- Provide the right information as per the enquiries
- Log-in and escalate complaints if required
- Outbound calls as per pending daily tasks assigned to me
- Promote and offer to patients' current health and wellness packages related to their needs during the calls
- Follow-up on patients' ongoing enquiries and updates

04.2010 - 01.2021

Sales and Aftersales Call Center Agent **Al Futtaim Automotive - Dubai, UAE**

07.2007 - 09.2009

- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Logged call details and customer information in secure systems, improving data collection measures.
- Handled high call volumes with accuracy and efficiency for optimum productivity for both service and sales.

Hr Admin Assistant/Loan Officer

Opportunity International Microfinance - Nairobi, Kenya

- Meet with loan applicants to gather evaluate their loan application and risk
- Explain to applicants the types and terms of each loan to determine a loan that is suitable for their specific needs
- Track and maintain credit and loan information
- Seek out new clients by contacting companies and people
- Work with existing clients to strengthen relationships, encourage referrals, and enhance your reputation among others seeking loans
- Work with borrowers who fail to make their loan payments on time, assisting customers regarding product inquest
- Successfully closed an average of 25 loans per month.
- Submitted loan applications to the underwriter for verification and recommendations.
- Maintained strict confidentiality of bank records and client information.
- Maintained friendly and professional customer interactions.
- General Administration roles and staff records keeping e.g Overtime
- Assisting HR during end month payroll and documentation .

Skills

- UAE Driving License
- Genesys Work Desktop Application
- CRM
- C4C Sales
- SAP -Auto
- HIS-Health Info System
- Bankers Realm Micro-Finance Software
- Connect Sales Software
- Ms-Office
- Cross-sell strategies
- Salesforce.com proficiency
- Customer retention strategies
- Counselling skills(HIV certificate)

Education

- 07.2009 Higher National Diploma, Human Resources Management, Institute of Human Resources Management - Nairobi Kenya
- 12.2007 Bachelor of Arts, Social Sciences, University of Nairobi - Nairobi Kenya
- 2001 High School Diploma, Social Sciences, both Communication and Sociology, Kambui Girls High School - Nairobi, Kenya

Interests

HOBBIES , Socializing, Team building, Soccer, Movies, Music , Art and Books.