

Caleb Koyo

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Profile Summary

A results-oriented customer service leader with over three years of experience managing call center teams, resolving escalated customer issues, and driving continuous improvements in service quality. Demonstrated expertise in overseeing high-volume customer service operations, mentoring staff, and implementing performance tracking systems to boost team efficiency. Experienced in managing customer relationships across multiple platforms and ensuring alignment with company and client objectives. I am passionate about fostering a culture of excellence and supporting team growth to deliver outstanding customer experiences.

Core Skills

- Team Leadership & Mentoring
- Customer Service Excellence
- Conflict Resolution & Problem Solving
- Performance Monitoring & Coaching
- Customer Relationship Management (CRM)
- Data Analysis & Reporting
- Process Improvement & Operational Efficiency
- Training & Development
- Multitasking & Time Management
- Communication & Interpersonal Skills

Professional Experience

Lead Call Center Agent

YALI Alumni Expo and Trade Show by USAID, CoELIB Egerton | Nakuru, Kenya
Jan 2024 – Nov 2024

- Led a team of call center agents responsible for customer inquiries and support during the **YALI Alumni Expo and Trade Show** by USAID.
- Supervised daily operations, ensuring timely and high-quality service delivery to event participants.

- Monitored team performance, provided coaching, and delivered real-time feedback to improve service standards.
- Addressed and resolved escalated customer issues, ensuring prompt and satisfactory resolutions.
- Collaborated with event coordinators to align customer support efforts with event goals.
- **Achievements:**

Successfully managed the call center during a high-traffic event, ensuring smooth customer service operations.

Implemented performance tracking systems that improved response times and customer satisfaction.

Lead Call Center Agent

*USAID Empowered Youth Program, CoELIB Egerton | Nakuru, Kenya
Jan 2022 – Dec 2023*

- Managed a team of agents delivering customer service for the **USAID Empowered Youth Program**.
- Provided mentoring, performance feedback, and on-the-job training to ensure adherence to company protocols.
- Monitored call quality and addressed escalated customer issues, ensuring effective resolution.
- **Achievements:**

Led a high-performing team that consistently met key performance metrics, contributing to improved customer satisfaction.

Played a key role in training and onboarding new agents, enhancing team capabilities and morale.

Call Centre Agent

*CoELIB Centre | Kenya
Jan 2021 – Present*

- Delivered exceptional customer service through multiple channels including phone, email, and WhatsApp.
- Addressed escalated customer issues and ensured quick resolution of concerns.
- Mentored junior agents, providing support and guidance to enhance team performance.
- **Achievements:**

Consistently met and exceeded performance targets, contributing to increased customer satisfaction.

Education

- **Radio Production and Broadcasting Certificate**
CoELIB Media | 2022 – 2023
- **Fundamentals of Journalism**
NBCU Academy | 2023

Certifications

- **Fundamentals of Journalism** (NBCU Academy, Nov 2023)
- **Bilingual Journalism** (NBCU Academy, Nov 2024)

Awards

- **Nakuru Media Personality of the Year** (2022)

Languages

- **English** (Fluent)
- **Kiswahili** (Fluent)

References

- **Victor Otieno** – HOD, CoELIB Media | 0723855255