

Elijah Panganga

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Work Authorization: Authorized to work in the United States

Customer-service and call-centre professional with experience handling high-volume inbound and outbound calls, resolving issues efficiently, and maintaining high customer satisfaction. Proven ability to adapt to various product lines, work in multilingual environments, and meet performance targets. Seeking opportunities to leverage experience in a US customer service role.

Experience

Customer Service Representative – Airtel Rwanda

Kigali, Rwanda

March 1, 2022 – April 30, 2023

- Handled inbound customer support calls averaging 80–100 per day, assisting with billing inquiries, service outages, and plan upgrades.
- Maintained customer satisfaction scores of over 90% via post-call surveys.
- Identified recurring issues and worked with technical teams to reduce resolved complaint frequency by 25%.
- Trained 5 new staff on company policies, phone systems, and customer interaction best practices.

Senior Call Center Agent – Irembo Ltd

Kigali, Rwanda

May 15, 2023 – November 30, 2024

- Managed escalated customer complaints for digital government services; resolved issues related to payments, identification, and digital document processing.
- Supervised a team of 4 junior agents; monitored performance metrics (average handle time, first call resolution, call quality).
- Developed FAQ documentation that reduced average handling time by 15%.
- Consistently exceeded monthly targets for call resolution and customer feedback; recognized as “Agent of the Month” three times.

Education

High School Diploma

Excella School, Kigali, Rwanda

Graduated July 2024

Skills

- Excellent verbal and written communication
- Problem-solving and conflict resolution
- Multilingual: English & Kinyarwanda (able to serve customers in both)
- Time management & ability to meet deadlines and targets

- Proficient with customer service software (e.g. CRM tools, ticketing systems)