

PROFESSIONAL SUMMARY

Results driven Operations and customer facing professional with over 3 years experience in managing client interactions and internal team enhancing satisfaction, and delivering high-quality support. Skilled in empathetic communication, problem-solving, and fostering enduring customer relationships. Adaptable to diverse needs, collaborates cross-functionally for continuous service improvement.

SKILLS & EXPERTISE

1. **CRM and ERPs Expertise:** Proficient in CRMs like Salesforce, Mambu ,TMS and company's tailored systems fostering strong client relationships through effective communication.
2. **Communication Skills:** Excellent verbal and written abilities to address inquiries clearly.
3. **Problem Solving:** Skilled in analytical problem-solving techniques.
4. **Conflict Resolution:** Proficient in resolving conflicts tactfully.
5. **Project Management:** Collaborative project handling using tools like Trello for customer-centric solutions.
6. **Office Software:** High proficiency in Microsoft Office (Word, Excel, Outlook) and Google Forms, IOT device management and company's internal softwares.
7. **Data Management & Analysis:** Skilled in SPSS, STATA, advanced Excel, and Google Sheets for comprehensive data insights.

ACADEMIC QUALIFICATIONS

- **Bachelor of Science, Economics and Statistics**| Laikipia University | 2nd Class Hons Upper Div.
- **Data Management**| ESALU
- **Computer Systems Application** | Prince Schools|

WORK EXPERIENCE

Project Manager | Rivercross Tracking Limited | 30/01/2024- To date

- Conducting requirement analysis through gathering and analyzing and qualifying stakeholder needs for tracking and transport management systems (TMS).
- Leading in system design recommendation through Collaboration with the development team to design tracking and transport management systems.
- Timeline management to schedule and monitor project milestones, ensuring timely delivery.
- Coordinating and integration oversight for seamless integration of project in progress and client's existing systems components for efficient operation.
- Leading quality assurance test to maintain high-quality standards for completed projects ready for production.
- Conducting stakeholder communication, client management, providing updates and ensuring alignment with project objectives.

Project Operations Support | Rivercross Tracking Limited | 10/10//2023- 30/01/2024

- Managed Fleet, driver and Logistics Operations.
- Planned & Coordinated installations, repairs, and updates on tracking devices.
- Conducted data filtration for task prioritization.
- Managed regional technical teams
- Communicated to client on updates and prompt concerns.
- Supervised installation and general oversight and of installed devices
- Scheduled maintenance, troubleshootings, repairs and coordinate fixes for devices.
- Updated softwares ensuring no disruptions.

- Documentated ,maintained records and provided brief reports on field work done by technical team.
- Conductd quality control & improvement through quality checks to manage teams, and implement feedback-based improvements.

Customer Support Agent| Rivercross Tracking Limited | 04/2022- 09/2023

- Responded promptly to inquiries.
- Resolved shipment issues.
- Updated tracking accurately.
- Collaborated with logistics and Transportation clients
- Maintained records, generate reports.
- Provided technical support.
- Proactively communicated changes made on service delivery to clients
- Monitored tracking accuracy and maintained required uptime levels.

Telesales Agent| Platinum Credit Limited | 09/2021- 03/2022

- Managed Salesforce and other ERPs for engagement and sales databases.
- Conducted 3CX calls, ensured CRM accuracy, and promoted financial products.
- Generated MAMBU reports for sales analysis and updates.
- Handled follow-ups via email, Google Forms, and calls for compliance and relationships.
- Collaborated, documented sales, attended meetings, adhered to policies.
- Partnered with marketing for CRM-based lead gen strategies.

Data Management Officer| Births and Deaths Registry | 09/2019- 12/2019

- Handled data input and validation at Kericho County's Births and Deaths Registry.
- Advised team on efficient data entry methods.
- Conducted data analysis.
- Coordinated clerk team reports.
- Enforced registry procedures and standards.
- Contributed to statistical database upkeep.
- Ensured resource accountability.
- Provided user support and trained junior clerks.
- Supervised registry functions conducted by junior teams.

Economic Planner Intern| County Government of Kericho | 05/2019- 07/2019

- Trained on survey guidelines.
- Conducted departmental meeting and representation.
- Conducted sub-county data collection.
- Optimized data entry strategies.
- Coordinated ADP plan papers.
- Analyzed development programs.
- Supported statistical, analysed and and interpreted analysed fieldwork data.

AWARDS

- Leadership
- Best Customer Service Trainer

REFEREES

- 1. Mr. Paul Kimani**
Accountant

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- 2. Mr. Abraham Langat**
Head of Research Department

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- 3. Miss Adenqueen Chebet**
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