



DOROTHY  
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ONGONGA

## Contact

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## CAREER SUMMARY

I'm a dynamic and results-driven professional with over 2 years of customer service experience in delivering exceptional support and service in fast-paced environments. I possess a multidisciplinary background in Actuarial Science, Cloud Computing, Data & AI, Digital Marketing & SEO and Software Development. I am proficient in CRM systems, Power BI, SQL, Tableau, Microsoft Office and various programming languages. I possess exceptional abilities in teamwork skills, community engagement, and leveraging sales and marketing strategies to achieve organizational objectives and always eager to contribute to data-driven decision-making, enhance customer experiences, and support business growth within a forward-thinking organization with a distinctive combination of analytical precision, technical proficiency, and creative problem-solving.

# CURRICULUM VITAE

## Education

- 2019-TO DATE: MOUNT KENYA UNIVERSITY-MAIN CAMPUS  
BACHELOR OF SCIENCE IN ACTUARIAL SCIENCE.
- 2015-2018: MOI GIRLS-ELDORET  
KENYA CERTIFICATE OF SECONDARY EDUCATION-B
- 2010-2014: ITIERIO GIRLS' PRIMARY SCHOOL  
KENYA CERTIFICATE OF PRIMARY EDUCATION-A

## TRAININGS AND CERTIFICATIONS

- JULY-2025--POWER LEARN PROJECT(PLP) AFRICA IN PARTNERSHIP WITH THE GOVERNMENT OF KENYA-SOFTWARE DEVELOPMENT
- JUNE 2025-AUGUST 5:UDACITY(part of Acenture) In Partnership with AWS-GENERATIVE AI & MACHINE LEARNING
- MAY 2025-AUGUST 2025(Ongoing):DATA & AI - CYBER SHUJAA PROGRAM(Serianu Limited in collaboration with the United States International University - Africa and Kenya Bankers Association)
- JANUARY 2025-APRIL 2025:CERTIFIED CLOUD PRACTITIONER AWS RESTART PROGRAM (AMAZON WEB SERVICES in collaboration with AJIRA DIGITAL PROGRAM, EMOBILIS & MASTERCARD FOUNDATION)
- AJIRA DIGITAL PROGRAM(IN PARTNERSHIP WITH G.O.K,MASTERCARD FOUNDATION,EMOBILIS,KEPSA)- 1.DATA ANNOTATION  
2.DIGITAL MARKETING & SEO OPTIMIZATION  
3.ARTIFICIAL INTELLIGENCE FOR GRAPHIC DESIGN  
4.DATA ENTRY AND ANALYSIS USING EXCEL  
5.FREELANCING WORK READINESS  
6.CONTENT WRITING & VIRTUAL ASSISTANCE

## Work Experience

### **1. SEPTEMBER 2019-JAN 2021: SALES AND MARKETING AT PANDA MABATI COMPANY**

#### **RESPONSIBILITIES**

- Selling ironsheets products and services using solid arguments to current prospective customers which led to Revenue Growth: Increased monthly sales revenue by 30% by implementing targeted marketing upselling strategies.
- Using digital platforms like Facebook, TikTok and Whatsapp Business to market and brand the company's products leading to Customer Acquisition: Successfully onboarded 250+ new clients in six months through personalized sales pitches and excellent follow-up practices.
- Doing follow-ups on paid orders, appointments and ensuring goods to customers are correctly dispatched hence Client Retention: Improved customer retention rates in the company
- Going for fieldwork and site visits to engage potential customers on the company's products.
- Market Expansion: Spearheaded the entry into a new market segment
- Team Collaboration: Coordinated with cross-functional teams to exceed quarterly sales targets by 15%.



## **VOLUNTARY WORK, CLUBS AND ASSOCIATIONS**

- 1.PRESIDENT OF PEER COUNSELLORS MOUNT KENYA UNIVERSITY-Mental Health Association
- 2.MEMBER OF AJIRA DIGITAL CLUB
- 3.MEMBER OF KENYA RED CROSS-Humanitarian Services
- 4.MEMBER OF WILDLIFE CLUB-Environmental and Wildlife conservation Advocacy MKU CHAPTER



## **SKILLS**

- 1.DATA ANALYSIS** USING SOFTWARE LIKE POWER BI, TABLEAU, KAGGLE, GOOGLE COLAB, GIT & GITHUB, EXCEL FILES
- 2.PROFICIENT IN CODING USING PROGRAMMING LANGUAGES**-C++, PYTHON, HTML, CSS, JAVASCRIPT & JAVA
- 3.DATA AND PROMPT ENGINEERING IN AI & MACHINE LEARNING**- JUPYTER NOTEBOOKS, SCIKIT-LEARN, ANACONDA
- 4.DATA ANNOTATION, ENTRY, CONTENT WRITING AND VIRTUAL ASSISTANCE**-MICROSOFT OFFICE, SQL, AI CHATBOTS, CVAT, VGG, CLOUD COMPARE
- 5.GRAPHIC DESIGN AND VIDEO GENERATION:** Adobe Creative Suite (Photoshop, Illustrator, InDesign), Canva, Capcut, AI
- 6.CRM Systems:** Proficient in customer relationship management tools
- 7.Teamwork and Collaboration** to deliver exceptional results and ability to work under pressure to meet deadlines.
- 8.EFFICIENT COMMUNICATION SKILLS:** Ability to give feedback, write comprehensive and concise reports, follow up on customers
- 9.Customer Service Excellence**
- 10.Community Engagement & Outreach and Voluntary work**



## **References**

**AVAILABLE UPON REQUEST**