

## **ELVIS OTIENO OWUOR**

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*An enthusiastic and innovative individual seeking an opportunity to showcase my professional competence by productively utilizing acquired knowledge, skills and expertise in any field.*

### **PROFESSIONAL SUMMARY**

- To excel and work in a busy, challenging, competent and rewarding environment that will enable me to fully utilize my skills, as well as leverage meticulous skills other than those gained during my Diploma study and attachment experience for the benefit of both my employer and I.
- I am keen to develop my career in any department which will galvanize my devotion towards delivering services to our country and worldwide.
- My reliability, team work, hard work, ambitions, communication skills, responsibility and friendly nature are some of the assets I would bring to work.

### **Skills and Competencies**

- Computer applications thus proficient in Microsoft Office Suite, Outlook, Word, PowerPoint, Excel and CRM.
- Ability to prioritize workloads in tight working environments.
- Team work and ability to adapt in dynamic and changing work place.
- Excellent organizational, analytical, communication, interpersonal and consultation skills.
- Flexibility and capacity to multitask in high pressure work environment.

### **PROFESSIONAL WORK EXPERIENCE**

November 2022 to date: Fusion Technology, Eldoret

Post: Customer service

Duties:

- Receiving new laptops and computer for sale
- Develop systems and structures to ensure the smooth running of process and operations.
- Identifying customer needs and problem solving to ensure the customer is provided with complete and accurate information.
- Interact with customers, take their feedback regularly, identify their needs, and suggest new products and services that suit their interests.
- Cctv installation and maintenance
- Resolution of customer complaints relating to company's business and drive the customercentric agenda.
- Championing improvements in service excellence through training management information and continuous improvements.
- Ensure that customer experience standards and product knowledge are adhered to in order to maintain high level performance across team.

- Developing and following through service improvement initiatives and process from customer feedback.
- Supporting and participating in company's project that touch on service delivery with a view having the Voice of Customer represented and enhance the customer value proposition.

February 2021- October 2022: Grocery

Post: Fruit vendor

Duties:

- Record keeping of all grocery assets and undertaking daily stock takes to ascertain physical against recorded inventory.
- Issuing of items with reference to requisition to clients through FIFO.
- Compiling of invoices and ensuring suppliers are paid on time.

### **EDUCATION BACKGROUND**

Sept 2017– Nov 2020: Diploma Degree of Information communication Technology (ICT) Rift Valley Technical Training Institute (RVTTI)

Jan 2012 – Nov 2016: Kenya Certificate of Secondary Education (KCSE) Bungoma high school

Jan 2002 – Nov 2010: Shalom Primary School K.C.P.E Certificate

### **REFEREES**

Available upon request