



Tracy Neema Akali

Contact



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P.O. Box 38622- 00623, Nairobi, Kenya



About Me

A dedicated professional with over three years of experience in customer service and membership management. Highly skilled in building relationships, maintaining member satisfaction, and supporting compliance efforts. Experienced in handling data management and leveraging technology to improve operational efficiency. Passionate about sustainability and committed to advancing KEPRO's mission of managing compliance solutions for Kenya's packaging value chain.

Technical Skills

- Proficient in CRM software (Salesforce, Zendesk, Freshdesk)
- Advanced MS Office skills (Excel, Word, PowerPoint, MS365)
- Knowledge of regulatory frameworks and compliance tools for environmental sustainability

Language

- English
- Kiswahili



Education

Bachelor of Health Records & Information Management
(Second Class Honours, Upper Division)

Kenyatta University

2016 - 2020

Kenya Certificate of Secondary Education (KCSE):
Grade B+

St. Mary's Lwak Girls' High School

2012 - 2015



Training and Certification

Customer Service Training – Simbisa Brands Kenya Ltd. (J

Jan-March
2020

Compliance and Regulatory Frameworks
(Online Course)

Ongoing



Experience

Medical Representative

Europa Healthcare - Signutra Inc. US

March 2023-March 2024

- Provided comprehensive support to customers, ensuring compliance with regulations and assisting in the integration of digital tools for improved service.
- Managed member relations, addressed inquiries, and tracked compliance progress to ensure adherence to legal and company standards.
- Assisted in hosting educational webinars and training sessions, enhancing member knowledge of new regulations and operational tools.

Medical Representative

Krishna Pharmaceuticals - Avetina Life Sciences

February 2022 –
February 2023

- Maintained customer data and ensured accurate reporting for compliance with internal and external regulations.
- Supported digital adoption for compliance tracking, member engagement, and operational efficiency.
- Guided clients through regulatory processes and ensured timely reporting and documentation.

Customer Service Representative / Cashier

Simbisa Brands Kenya Ltd.

March 2020 –
January 2022

- Served as the main point of contact for customer inquiries, building long-term relationships and ensuring customer satisfaction and retention.
- Managed membership records and provided educational resources to enhance customer knowledge of service offerings and compliance standards.
- Coordinated events and initiatives to engage customers and support onboarding processes.



References

Mrs. Nyambok Agatha

Senior Nurse, Kenyatta
National Hospital

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Miss Sylvia Cheptoo

Manager, Simbisa Brands
Kenya Ltd

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