

EUSTACE NGURE KABENI

P.O BOX 32, 10205,

MARAGUA.

KENYA.

Email: eutyla@gmail.com

eustacengure9@gmail.com

Phone No: +254725333835

+254704647946

Professional Summary

As an ICT Technician, I have been involved in key aspects of projects being implemented. I have been involved in the design, supervision of the implementation, & commissioning. I have been responsible for facility condition site surveys, design, preparation of contract specifications & layout drawings, tendering, contract administration, supervision of installation works, testing & commissioning of network & communication services for office & production companies.

Core Competencies

- ✓ **Project Management:** Skilled in planning, executing, and closing projects, ensuring they meet deadlines, budgets, and quality standards.
- ✓ **Communication:** Excellent verbal and written communication skills, adept at conveying complex information clearly and effectively.
- ✓ **Problem-Solving:** Strong analytical skills with the ability to identify issues, propose solutions, and implement effective strategies.
- ✓ **Team Collaboration:** Proven ability to work collaboratively in cross-functional teams, fostering a positive and productive work environment.
- ✓ **Time Management:** Highly organized with the ability to prioritize tasks and manage time efficiently to meet deadlines.
- ✓ **Customer Service:** Dedicated to providing exceptional customer service, understanding client needs, and ensuring satisfaction.
- ✓ **Technical Proficiency:** Extensive experience with various software applications, platforms, and tools essential for online job roles.
- ✓ **Adaptability:** Flexible and quick to adapt to new technologies, processes, and work environments.
- ✓ **Leadership:** Capable of leading teams, motivating members, and managing resources effectively to achieve project goals.
- ✓ **Creativity:** Innovative thinker with a knack for developing unique solutions and improving existing processes.

Professional Experience

Freelance Data Entry Specialist | Remote

January 2024 – June 2024

- Accurately entered, updated, and maintained data in various databases and systems.
- Managed large volumes of data, ensuring consistency and data integrity.
- Performed data validation and cleansing to maintain high-quality data standards.
- Utilized spreadsheet software (e.g., Microsoft Excel, Google Sheets) to organize and analyze data.
- Generated reports and summaries from data sets, providing insights and actionable information.
- Communicated effectively with clients to understand data requirements and deliverables.
- Achieved a 99% accuracy rate in data entry tasks through meticulous attention to detail.

Freelance Graphic Designer | Remote

April 2022 – May 2023

- Designed visually compelling graphics for various clients, including logos, brochures, social media content, and website layouts.
- Utilized Adobe Creative Suite (Photoshop, Illustrator, Canvas) to create high-quality designs that met client specifications.
- Collaborated with clients to understand their vision and provided creative solutions to achieve their branding goals.
- Managed multiple projects simultaneously, ensuring timely delivery and adherence to client budgets.
- Conducted market research to stay updated on design trends and implement fresh ideas into projects.
- Created and presented design concepts and drafts to clients for feedback and approval.
- Achieved a 95% client satisfaction rate through exceptional design quality and customer service.

Online Customer Service Representative | Remote

February 2020 – May 2021

- Handled customer inquiries, complaints, and support requests via email, chat, and social media.
 - Provided detailed information about products and services, resolving issues promptly and effectively.
 - Maintained accurate records of customer interactions and transactions.
 - Implemented feedback mechanisms to gather customer insights and improve service delivery.
 - Assisted in training new team members on customer service best practices and company policies.
 - Achieved a 95% customer satisfaction rating through exceptional service and problem-solving skills.
-

Education

Institution: Acacia University

Year: January 2024 – February 2024

Course: Essentials of Data Visualization using MS Excel

Institution: Ajira Digital Program

Year: October 2023 – December 2023

Course: Data Entry Training and Mentorship

Technical Skills

- ✓ **Project Management Tools:** Asana,
 - ✓ **Communication Tools:** Slack, Microsoft Teams, Zoom
 - ✓ **Web Development:** HTML, CSS, React
 - ✓ **Content Management Systems (CMS):** WordPress, Shopify
 - ✓ **Graphic Design:** Adobe Photoshop, Canvas
 - ✓ **Data Analysis:** Microsoft Excel, Google Sheets,
 - ✓ **Customer Relationship Management (CRM):** Salesforce, Hub Spot,
 - ✓ **Cloud Services:** AWS, Google Cloud, Microsoft Azure
 - ✓ **E-commerce Platforms:** Shopify, Woo Commerce,
-

References

Rosaline Njeri

Freelance Client

Email: rosalinenjeri123@gmail.com

Phone: +254741202544