

# Francis Otieno Omollo

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## Personal Profile

Highly skilled professional Account Manager with over 11 years' experience in selling end to end ICT solutions by analyzing business needs within a target market. I consistently identify and pursue sales opportunities and leads which come from actively prospecting, referrals and solution-selling to existing and new portfolio of clients. In my current role as National Account Manager- Public Sector I formulate and prepare bids in response to Tenders, Request for Quotations (RFQ), Request for Proposals (RFP) specifically focusing on Wide Area Network/ MPLS solutions, Dark Fiber, Co-location and Cloud Storage solutions. Primarily I focus on maximizing sales by managing and building customer relationships as a long-term profit business rather than an opportunity. I have strong leadership and analytical skills with a demonstrated ability to accomplish multiple tasks simultaneously within strict deadlines.

## Education

<b>2018 - 2021</b>	<b>Bachelor in IT Security</b> SMC University
<b>2014 - 2015</b>	<b>Diploma in ICT Management</b> Institute Of Advanced Technology
<b>1996 - 1999</b>	<b>Kenya Certificate of Secondary Education</b> Agakhan High School

## Professional Qualifications

- **Ongoing:** Cisco Certified Network Associate
- **Ongoing:** Data Analysis and Business Information; TABLEAU and POWER BI
- **2004:** Certified Microsoft Office Specialist; New Horizon College

## Skills

- **Interpersonal and Teamwork:** Relates and works very well with people from different cultures and backgrounds. Possesses excellent team work skills which have enabled me establish and maintain effective working relations.
- **Organization and Planning:** A highly organized individual who handles all tasks in a methodical and timely manner. Very good at planning, reviewing, strategizing and running operations.
- **Leadership Skills:** Proven ability to Lead and manage operations team to deliver a culture that supports and contributes to the strategic objectives of the organization and meet approved service standards. Highly experienced in training, leading teams and providing visionary leadership and direction to the organization to ensure efficient management of staff and other resources.
- **Analytical Skills:** The ability to visualize, articulate, and solve both complex and complicated problems and concepts and make decisions that make sense based on all available information.
- **Business Development:** Experienced in supporting, maintaining and growing business contacts with both the

existing and potential clients and also cold calling to arrange meetings with potential customers to prospect for new business.

- **Relationship Management:** I have a track record of developing new contacts and relationships by maintaining existing clientele with the provision of personalized service and fast response and facilitating effective relationships for external and internal customers.
- **Time Management:** Ability to manage competing priorities effectively, to be resourceful and to use time as a resource.

## Work Experience

**June 2016 to Date**

**Liquid Telecommunication Limited**

**Position:** National Account Manager – Public Sector

### Key Achievements:

- Kenya Revenue Authority -Wide Area Network/Dark fiber; Total Contract Value kes. 5,557,540.80
- Kenya National Highway Authority -Wide Area Network/MPLS plus Microsoft Cloud (Business Essential suite/Exchange); Total Contract Value kes; 18,669,040
- Geothermal Development Company -Wide Area Network/MPLS, Azure-Stack; Total Contract Value kes.14,940,266.40
- Ministry of Education – Direct Internet Access/ Access Points and P2P; Total Contract Value Kes.6,489,504
- Kenya Rural Roads Authority – Wide Area Network/ MPLS and Web Hosting ; Total Contract Value kes. 17,294,672.85
- GlobeComm -IP Transit and Colocation at East Africa Data Center; Kes 3,960,000

### Responsibilities:

- Identify and pursue sales opportunities and leads which may come from meeting clients, other sales force, vendors and others.
- Formulating and leading multiple bids in response to tenders and Request for Proposal/Quotes.
- Identify customers' requirements, develop both high-level and detailed technical and commercial solution like Wide Area Networks, MPLS, Cloud technologies and Enterprise solutions
- Liaise with Channel partners to identify new opportunities and qualify sales leads.
- Maintain a qualified pipeline value of open opportunities greater than 5 X Total Contract Value target.
- Maintain company CRM tool in an up to date state with all required data at all times such as customer contacts, account plans, customer landscape e.g. wallet share and diary events.
- Ensure customer satisfaction scores are constantly improving by measurement through approved organizational policy and tools.

**Sept 2015 - June 2016**

**Telkom Orange**

**Position:** Strategic Account Manager

### Key Achievements:

- Aga khan University Hospital- Wide Area Network/MPLS; Total Contract Value kes.1,948,761
- CFC Stan Bic Bank - Wide Area Network/MPLS, E1 and Colocation; Total Contract Value kes. 18,206,311
- Mandera County Government - Provision of Internet; Total Contract Value kes.6,600,000
- Bamburi Cement - Wide Area Network/MPLS ; Total Contract Value kes 23,100,000
- Nairobi Hospital -Connectivity and VOIP( E1) services; Total Contract Value ksh 4,324,607

### Responsibilities:

- To identify opportunities, lead and drive sales within an allocated group technology, vertical or County

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- Responsibility for overall pipeline, forecasting and demand generation within the respective country/region.
  - Lead and develop a sales strategy to deliver agreed personal KPI's and financial targets
  - Achievement of a mix of strategic, consultative and relationship selling where appropriate and nurture and grow relationships within their assigned area to deliver business.
  - Team-work and virtual leadership working with both Pre-Sales, Product Line teams and also with other sales people connected with the Orange Business Unit and the local team resources.
  - Understanding and development of strategies to respond to the customer proposition and experience delivered by competitors.
  - Formulate an account development and penetration strategy at a senior level to deliver both short term and long term customer engagements
  - Leverage relationship with product management/product line to jointly define and drive 'focus propositions' to pro-actively develop incremental business opportunities

#### Other Positions Held

- **Feb 2009 - Aug 2015:** Corporate Account Manager at Access Kenya Group Limited
- **Sept 2007 - Nov 2008:** Assistant Team Leader at Barclays Bank of Kenya
- **Dec 2006 - Aug 2007:** Marketing -Promotional Clerk at Mumias Sugar Company

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#### Additional Information

##### Trainings and Workshop

- Jan 2013: Cyberoam Certified Sales Champion; Cyberoam
- Feb 2011: Customer Relation Management Skills by Edge Consult Limited
- May 2011: Leadership and Management Up skilling by Edge Consult Limited
- Sept 2010: Sales Skills Workshop Certificate by Thorne Consult

##### Hobbies and Interests

- Travelling, Socializing and networking, Reading

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#### Referees

##### **Mrs. Catherine Njoroge.**

Sales Manager-Strategic Accounts, Telkom Orange Kenya

Telephone no: +254 770 162152 /+254 720 808 684

##### **Mrs. Mariam Osman.**

Resell Manager, Oracle Kenya.

Telephone no: +254 722 480 260

##### **Mrs. Eva Ratemo**

Head of Business Development Manager – Commercial Bank of Africa

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