

OCHIENG KEVIN MADARA

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PROFESSIONAL SUMMARY

Results-driven and adaptable graduate in Management Information Systems with hands-on experience across administration, ICT support, customer service, marketing, and finance operations. Proven ability to manage records, support business processes, engage clients, and use digital tools to improve efficiency. Reliable, detail-oriented, and quick to learn, with strong communication and teamwork skills. Ready to contribute effectively in fast-paced and structured work environments.

CORE SKILLS

Technical & Digital Skills

- IT Support and Basic Troubleshooting
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Data Entry, Data Analysis and Reporting
- CRM Systems and Database Management
- Google Workspace (Docs, Sheets, Drive)
- Website Content Updates and Basic HTML/CSS
- Digital Tools: Canva, Trello, Notion, Slack

Administrative & Business Skills

- Office Administration and Record Management
- Scheduling, Filing and Workflow Coordination
- Financial Data Entry and Reconciliations
- Report Writing and Documentation
- Procurement and Inventory Support

Communication, Sales & Customer Service

- Client Relationship Management
- Customer Engagement and Follow-Ups
- Sales Support and Lead Tracking
- Social Media Content Support
- Market Research and Feedback Collection

Soft Skills

- Strong Communication and Interpersonal Skills
- Attention to Detail and Accuracy
- Problem-Solving and Analytical Thinking
- Time Management and Multitasking
- Team Player with Strong Work Ethics

PROFESSIONAL EXPERIENCE

Relationship Officer Intern

D & L Capital, Luanda, Vihiga
September 2025 – November 2025

- Managed and updated client records, improving data accuracy and organization
- Conducted regular client follow-ups, contributing to improved customer satisfaction and retention
- Assisted with onboarding new clients and verifying documentation for compliance
- Supported marketing and outreach activities by gathering customer feedback and insights

ICT & Administrative Intern

Vision Cyber, Nakuru
July 2025 – September 2025

- Provided ICT support to staff and customers, resolving common technical issues efficiently
- Maintained customer databases and service records, reducing operational errors
- Assisted with website updates and basic digital marketing activities
- Prepared reports and documentation to support daily business operations

Marketing & Administrative Intern

Mwaura Property Managers, Nakuru
May 2025 – July 2025

- Conducted customer outreach and follow-ups, increasing appointment bookings
- Supported social media posting, email communication and marketing coordination
- Maintained property and client records, ensuring accuracy and accessibility
- Assisted in meetings and prepared summaries for management review

EDUCATION

Bachelor of Management Information Systems
Kabarak University | 2021 – 2025

CERTIFICATIONS

IBM SkillsBuild – Cybersecurity Fundamentals

REFEREES

1. Martin Makokha – Manager, D & L Capital – 0750 618 182
2. Boniface Wendo – Owner, Vision Cyber – 0727 078 803
3. Maurice Juma – Manager, Mwaura Property Managers – 0717 858 383