

## **OCHIENG KEVIN MADARA**

**Embakasi, Nairobi, Kenya**

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**GitHub: [github.com/Gift280320](https://github.com/Gift280320)**

### **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