

CHRISTINE ATIENO OCHIENG

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PERSONAL PROFILE

Dedicated and results-oriented professional with 4+ years of experience in customer service and telesales. Proven track record of exceeding sales targets and delivering exceptional customer experiences. Skilled in building rapport, resolving issues, and driving revenue growth through effective communication and sales strategies. My ambition is to drive for organizational value and to build my capabilities through integrity and excellence.

WORK EXPERIENCE

Stocktaking Audit Assistant

DELOITTE KENYA (Seasonal) | October 2023- April 2025

Assisted in physical inventory verification and reconciliation as part of a stock audit for EABL. Applied procurement and logistics knowledge to validate stock records, ensure inventory accuracy, and flag discrepancies. Collaborated with the audit team to maintain data integrity and support end-to-end stock visibility within a tight deadline.

Special Projects Coordinator

M-KOPA Kenya | April 2023 –July 2024

Handled a range of special projects from start to finish -gathering data, coordinating teams, and ensuring everything stayed on track. Acted as the main link between clients and the company, keeping communication clear and relationships strong. Constantly looked for ways to improve how things were done, and wasn't afraid to adapt when challenges came up. Worked closely with different departments to make sure project goals matched the bigger picture. Also kept detailed reports and updates throughout the project lifecycle.

Telesales Outbound Representative

M-KOPA Kenya | April 2022 – April 2023

Proactively reached out to high volumes of potential clients (120+ calls daily) to promote M-KOPA products, including phones, solar batteries, and third-party offerings like Copia and insurance. Leveraged deep product knowledge and tailored sales techniques (upselling and cross-selling) to boost conversion rates by 90%. Strengthened customer retention by nurturing existing relationships, increasing repeat purchases by 85%. Maintained accurate CRM records using Freshdesk, Freshworks, and Mkopa-net systems. Consistently surpassed monthly targets and was recognized for excellence in PIGEX performance ratings. Also handled escalated concerns with empathy, retaining 95% of at-risk customers.

Telesales & Customer Service Representative

STARTIMES Kenya – Nairobi, Upper Hill | June 2021 – March 2022

Handled both inbound and outbound sales and support within the entertainment sector. Promoted and sold TV packages, shows, and services while building strong customer relationships through proactive support and upselling. Demonstrated deep knowledge of entertainment content and used persuasive communication to consistently meet sales targets. Utilized HubSpot CRM to track client interactions, manage bookings, and follow up on leads efficiently. Adapted sales and service strategies based on market trends and client feedback, contributing to improved customer satisfaction and retention. Collaborated closely with marketing, events, and support teams to ensure smooth service delivery and enhanced customer experiences.

Procurement and Logistics Intern

Associated Motors Limited, Industrial Area, Nairobi | April 2022 – April 2023

During my internship at Associated Motors Limited, I assisted with sourcing and negotiating with suppliers to ensure the timely delivery of materials. I supported inventory management by tracking stock levels and coordinating replenishment as needed. Additionally, I helped organize shipments, ensuring items were packed and labeled correctly for distribution. I also conducted stock checks, identified discrepancies, and contributed to finding solutions. This experience allowed me to gain practical knowledge using procurement software to track orders and manage supplier data.

EDUCATION MOUNT KENYA UNIVERSITY NAIROBI

Bachelor's Degree in Business Administration

Major: Procurement and Logistics

September 2017 -November 2022

SKILLS

- Excellent verbal and written communication (Swahili/English)
- Client relationship management
- Conflict resolution and problem-solving
- Telesales and customer support expertise
- Proficient in Microsoft Office tools (Excel, Word, PowerPoint)
- Experienced with Google Suite (Docs, Sheets, Slides)
- Proficient in CRM tools: Freshdesk, Freshworks, HubSpot
- Multitasking in fast-paced environments
- Strong time management and attention to detail
- Negotiation and upselling strategies
- Documentation & Reporting

REFEREES

Available upon request.