

IVY CHEBET CHELANG'A

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Eldoret , Kenya

CLIENT SUPPORT SPECIALIST

Innovative, customer-centric professional with experience in client support, onboarding, and success management of technology and IT-driven industries. The proven track record of complex customer issues, ensuring product adoption, and developing long-lasting relationships with clients. Proficient in leveraging data-driven insights and CRM tools to further customer satisfaction and retention and identify new opportunities. Passionate about continuous learning and outstanding delivery of customer experiences aligned with the business objectives.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Information Technology (IT)

2020 -2024

Kabarak University

Kenya Certificate of Secondary Education

2016 to 2019

St Clare Girls Secondary school, Elburgon

PROFESSIONAL EXPERIENCE

Oret | Tech Startup | Family Tree (Genealogy)

January ,2023 - Present

Customer Support Specialist

In my role at Oret, I serve as the primary point of contact for users who are building and expanding their family trees within our family tree app. This involves managing customer inquiries and addressing technical issues through multiple channels, including chat, email, and phone, achieving a 80% first-contact resolution rate

Key responsibilities and achievements:

Onboarding and Training

I have streamlined the onboarding process for new users, which has reduced implementation time by 10% and improved customer satisfaction scores by 15% and increasing app download in google playstore.

Customer Engagement and Retention

I conduct regular check-ins with users to gather feedback, identify potential upsell opportunities, and address any issues they may encounter in tracing their family history and adding their family members to the tree.

Collaborating with Teams

I regularly collaborate with the sales, product development, and tech teams to address customer pain points and suggest enhancements. Utilizing tools like osTicket to manage and track customer inquiries .

.Knowledge Base and Documentation

I developed and maintain a comprehensive knowledge base, including FAQs and user guides This documentation is essential for users who want to resolve issues independently, and it has reduced support ticket volume by 20%

Product Feedback

As part of my role, I actively relay user feedback to the product and engineering teams, advocating for enhancements that improve user experience. This feedback loop has contributed to the implementation of critical features

Enhanced IT infrastructure efficiency and security through hands-on support and management during a three-month contract.

Swiftly resolved hardware and software issues, minimizing operational disruptions.

Delivered successful standard and custom deployments.

Provided timely upgrade support and ensured customer environments adhered to supported LTS versions.

Effectively managed support tickets, identified product bugs, and implemented best practices based on data analysis.

Offered efficient help desk support to resolve staff technical inquiries.

Maintained database integrity and security through data entry and management.

Optimized system performance by executing software updates, managing user accounts, and conducting system monitoring.

Strengthened network security through proactive implementation of security measures and threat monitoring.

Key Competencies

Customer Support

Skilled in managing inquiries across multiple channels and effectively troubleshooting technical issues to ensure prompt and accurate solutions that align with customer objectives.

Customer Success

Experienced in guiding new customers through setup and implementation, conducting regular check-ins, and delivering tailored training to maximize product adoption and satisfaction.

Relationship Management

Strong relationship-building skills to understand customer needs, advocate for them internally, and ensure long-term engagement and loyalty.

Technical Proficiency

Proficient in CRM tools (osTicket, Salesforce) and technical troubleshooting, with a solid understanding of database management and IT infrastructure

REFERENCE

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