

RESUME:

KENNETH MWANGI

Operations Manager | Data Analyst | Customer Success Specialist  
| IT Consulting | Multi-Unit Manager | CISSP | CPA | Cybersecurity Analyst.

PROFILE:

Dynamic professional with a Business Information Technology degree and CPA certification, demonstrating a proven track record in Operations Management, Multi-Unit Leadership, Customer Success, and Accounting. I combine strategic planning with technological expertise, having achieved a 25% increase in productivity across multiple organizations. I am eager to leverage my skills and experience in roles such as Operations Manager, Accountant, Data Analyst, Customer Success Manager, IT Consultant, Multi-Unit Manager, or Cybersecurity Professional.

EXPERIENCE:

CUSTOMER SUPPORT SPECIALIST – ZENDESK

February 2023 – February 2024  
Remote

- Assessed and analyzed customer success metrics that led to the improvement of response times and customer satisfaction, resulting in a more streamlined and efficient support process.
- Implemented existing customer service protocols to enhance support consistency and quality, aligning with Zendesk’s standards for exceptional customer service.
- Managed and controlled support resources, ensuring the effective allocation of tools and personnel to maintain high service standards and operational efficiency.
- Utilized customer support tools and software to deliver effective service and support.
- Monitored and documented customer interactions, providing detailed analyses and recommendations that enhanced the overall customer experience and support effectiveness.

OPERATIONS MANAGER – BETA SECURITY LIMITED

July 2020 – October 2022  
United Kingdom (Nairobi Main Office)

- Assessed and analyzed departmental budgets to identify opportunities for cost reduction and profit optimization.
- Developed and implemented robust security protocols, policies, and procedures to ensure the protection of lives and property.
- Managed and controlled the budget for security operations, ensuring the delivery of high-quality security services.
- Oversaw the procurement of security tools and equipment necessary for effective security operations.
- Monitored and documented incidents, conducting evaluations to recommend appropriate courses of action.

MULTI-UNIT MANAGER – INTERSTRAT LIMITED (BIG SQUARE).

January 2019 – June 2019  
Nairobi

- Boosted sales and profit performance through the provision of operational expertise and support.

ADDRESS:

Location: Nairobi Kenya  
P.O Box: 1039 - 00900

CONTACTS:

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LinkedIn: Kenneth LinkedIn

Portfolio: Kenneth Portfolio

EDUCATION:

Mount Kenya University

Bachelor Of Business Information  
Technology  
Year 2012 – 2015

Technical University Of Kenya

Certified Public Accountant (CPA II)  
Year 2012 – 2013

Word Of Faith College

International Computer Driving License  
Certificate in Theology Studies  
Year – 2011

Gituru High School

Kenya Certificate of Secondary School  
Year 2007 – 2010

OTHER CERTIFICATIONS

- Quickbooks Certification
- Power BI
- SAP Business
- Customer Success Manager
- Occupational Health & Safety
- Data Analytics
- Digital Marketing
- Amazon Web Service
- Certified Ethical Hacker – C|EH
- CompTIA & Cyber Forensics
- HACCP Certification
- Strategy Planning
- Business Analysis
- Internal Auditor
- Supply Chain Procedures
- First Aid Procedures
- Fire Safety Procedures

- Conducted comprehensive daily, weekly, and monthly business reviews for each assigned store, ensuring meticulous oversight.
- Ensured branch profitability by meticulously reviewing weekly and periodic paperwork, validating control measures, and verifying reported numbers.
- Collaborated with individual store managers to set goals, fostering development, and retention while enhancing organizational capabilities within the region.
- Employed managerial and operational tools to strategically plan and attain operational excellence.
- Implemented a system for rewarding and recognizing outstanding operational performance.

## RESTAURANT GENERAL MANAGER – KFC KENYA

*December 2017 – December 2018*

*Nakuru Kenya*

- Contributed to the development of the company's service, overseeing staff and efficiently managing resources.
- Addressed queries promptly and professionally to enhance customer satisfaction.
- Implemented a culture of continuous improvement across all facets of business operations.
- Effectively managed manpower resources to consistently meet business objectives.
- Ensured a clean and comfortable store environment for optimal customer experience.
- Adhered to operational procedures for cash handling, health and safety, and security, prioritizing the well-being of self, staff, and customers.
- Managed costs during shifts by controlling overtime and identifying unnecessary inefficiencies.
- Conducted daily staff briefings to provide feedback on key work-related issues and foster effective communication.

## SHIFT SUPERVISOR – KFC KENYA

*December 2015 – November 2017*

*Nairobi Kenya.*

- Streamlined daily operations by managing employee schedules, shifts, and time-off requests.
- Assigned and supervised employee duties, ensuring efficient progress and achievement of daily sales/production goals.
- Conducted end-of-shift cash counts and managed bank deposits to uphold financial integrity.
- Facilitated the training and seamless integration of new workers into the team.
- Offered guidance and feedback to employees as needed to enhance performance.
- Effectively addressed customer and employee complaints, resolving conflicts between team members.

## ACCOUNTANT | SHOP ATTENDANT – EDEN HARVEST LIMITED

*January 2012 – December 2013*

*Nairobi Kenya*

- Efficiently managed supplier invoices, accurately posting them in the POS system.
- Prepared monthly statements by collecting, analyzing, and investigating data, summarizing information, and identifying trends.
- Handled the preparation and submission of tax documents, ensuring compliance with regulations.
- Developed and implemented effective, cost-efficient financial practices and procedures.
- Facilitated weekly supplier payments to maintain positive vendor relationships.

## SKILLS:

- Leadership & Strategic Vision
- Talent Management & Recruitment
- Network Security
- Payroll Management
- Customer Success & Retention
- Digital Marketing
- Proper Communication
- Team Working
- Data Analytics
- Time Management
- Adaptability
- Problem Solving
- Collaboration
- Financial Analytics

## LANGUAGES:

- **English** – Full Professional
- **Swahili** – Professional
- **German** – Intermediate

## REFERENCES:

**Name:** Anne Njeri

**Dep:** Kenyan Correspondence  
Zendesk Limited

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**Name:** Nicholas Muu

**Dep:** Field Operations Officer  
Manor Security | Beta Security Limited

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**Name:** Moses Mwangi

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Interstrat Limited | Big Square

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**Name:** Karl Martins Obote

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KFC Kenya Limited

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