



OLGAH OKEMWA



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3548-30100,Eldoret
April 15, 1997
Female
Kenyan
Single

Professional Summary / Objective

A dedicated and customer-focused professional with expertise in IT support and customer service, seeking to leverage technical problem-solving skills and excellent communication abilities to enhance user experience and operational efficiency. Adept at troubleshooting IT issues, providing seamless customer assistance, and ensuring smooth system operations while maintaining a high standard of service delivery.

Skills

- Good communication skills
- English - fluent both reading and writing
- Good Interpersonal skills
- Good negotiation skills
- I am a computer literate

EDUCATION

Information Communication Technology JAN 2023-PRESENT
Kisii National Polytechnic, kisii

Computer Science JAN 2017 – DEC 2019
St Paul's University, Limuru

Kenya Certificate of Secondary Education JAN 2012 -NOV 2015
Nyanchwa Girls High School, Kisii

Kenya Certificate of Primary Education Jan 2004 - Nov 2011
Kimumu Primary School, Eldoret

EMPLOYMENT

IT Technician June 2024-Aug 2024
National Industrial Training Authority (NITA)

- Install and Configure Systems
- Troubleshoot and Resolve Issues.
- Maintain Hardware and Software.
- Provide User Support.
- Monitor System Performance.
- Manage IT Documentation.

Travel Consultant Jan 2022 - DEC 2022
Arctic Shores International, Eldoret

- Advise Clients on Travel Options
- Book Reservations
- Handle Inquiries and Provide Customer Support
- Prepare Travel Itineraries
- Stay Informed on Travel Trends
- Manage Client Records and Payments

Travel Consultant

Apr 2021 - Dec 2021

Michigan International Oversees Educational Centre, Eldoret.

- Ensured high- level guest service by going above and beyond to achieve client needs and resolve issues.
- Did flight and embassy bookings for our clients.
- For the clients who were going to the embassy for the interviews i could do early preparations with them.

Front Desk Officer

Nov 2019 - Nov 2020

Nyamasaria Medical Clinic, Kisumu

- **Greeting Patients:** Welcoming and assisting patients upon arrival.
- **Appointment Scheduling:** Managing bookings and rescheduling appointments.
- **Patient Registration:** Collecting patient information and updating records.
- **Billing and Payments:** Processing invoices, insurance claims, and payments.
- **Answering Calls & Inquiries:** Handling phone calls and providing relevant information.
- **Maintaining Records:** Organizing and managing patient files and medical records.
- **Ensuring Cleanliness:** Keeping the reception area tidy and professional.
- **Coordinating with Staff:** Communicating with doctors, nurses, and other medical personnel.

Sales Executive

Feb 2019 - Oct 2019

BM Electricals & Hardware, Eldoret

- **Customer Service:** Assisting customers in selecting electrical and hardware products.
- **Sales & Revenue Generation:** Driving sales to meet or exceed targets.
- **Product Knowledge:** Providing technical information and recommendations.
- **Stock Management:** Monitoring inventory levels and coordinating restocking.
- **Order Processing:** Handling quotations, invoices, and payment transactions.
- **Marketing & Promotions:** Promoting new products and special offers.
- **Client Relationship Management:** Building and maintaining strong customer relationships.
- **Market Research:** Identifying customer needs and market trends.

Customer Service representative & Claims officer

Jan 2018 - Jan 2019

Nightingale Medical Centre, Kisumu

- **Customer Assistance:** Responding to inquiries, resolving complaints, and providing product/service information.
- **Claims Processing:** Receiving, reviewing, and verifying claims for approval or rejection.
- **Documentation & Records:** Maintaining accurate records of customer interactions and claims.
- **Policy & Procedure Compliance:** Ensuring claims meet company policies and regulatory requirements.
- **Communication:** Coordinating between customers, internal teams, and third parties (e.g., insurance providers).
- **Follow-ups:** Tracking claims status and updating customers on progress.
- **Feedback Collection:** Gathering customer feedback to improve service quality..

IT Technician(Industrial Attachment)

Oct 2017 - Dec 2017

Moi Teaching & Referral Hospital, Eldoret

- **Technical Support:** Assisting in troubleshooting hardware, software, and network issues.
- **System Maintenance:** Helping with updates, repairs, and installations of IT equipment.
- **Network Management:** Supporting network setup, configuration, and monitoring.
- **User Assistance:** Providing technical guidance to employees and resolving IT-related issues.
- **Data Management:** Assisting in data backup, recovery, and security procedures.
- **Software Installation:** Installing and updating software applications.
- **Documentation:** Keeping records of IT assets, issues, and resolutions.
- **Learning & Development:** Gaining hands-on experience in IT systems and best practices.

REFERENCES

MR KENNEDY RONO

ARCTIC SHORES INTERNATIONAL, ELDORET

+971586177842, info@arcticshoresintl.com

MR JACKSON KINARA

MOI TEACHING AND REFFERAL HOSPITAL, ELDORET

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MR KANGOGO REUBEN,

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