




## CURRICULUM VITAE

### PAUL OCHIENG

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#### PROFESSIONAL SUMMARY

Business Operations and Customer Success professional with extensive experience driving operational efficiency, leading cross-functional initiatives, and enhancing end-to-end customer journeys. Skilled in designing scalable, data-driven processes, managing client success operations, and implementing Operational excellence.

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#### KEY COMPETENCIES

- ✓ **Process Design & Optimization:** Experienced in leading design of customer lifecycle processes, SOPs, and onboarding workflows to improve turnaround time and scale operations.
  - ✓ **Customer Operations Management:** Hands-on experience managing onboarding, ticketing, account health, and SLA adherence across large partner portfolios.
  - ✓ **Data Analysis & Reporting:** Strong in building dashboards, tracking NPS/SLA/retention metrics, and surfacing operational insights for decision-making.
  - ✓ **Project Management:** Agile-experienced; familiar with planning, scheduling, backlog grooming, and sprint reviews across complex ops environments.
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#### WORK EXPERIENCE

##### **Customer Success Account Lead – Carepay**

**May 2021 – Nov 2023 | Nairobi**

**Summary:** Managed success operations for large health insurance provider accounts, focusing on performance, retention, and service delivery.

- Supervised a team of Account Executives, maintaining 90% retention rate.
- Reduced onboarding time by 30% and improved partner satisfaction scores by 20%.
- Used Jira and Trello to coordinate internal project delivery and Metabase for account health tracking.
- Designed and rolled out multiple workflow improvements aligned with SLAs.

##### **Customer Success Account Executive – Carepay**

**Mar 2020 – Apr 2021**

- Handled full account lifecycle management, client reporting, and service coordination.
- Supported financial reconciliation, compliance tracking, and root-cause analysis for service issues.

##### **Marketing & Agency Operations Analyst – Carepay**

**Jul 2019 – Feb 2020**

- Designed agent workflows and data protocols to support nationwide field marketing.
  - Built dashboards for tracking productivity and operational integrity.
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##### **Operations Analyst – Komaza**

**Jul 2015 – Jun 2019 | Kilifi/Nairobi**

**Summary:** Built data infrastructure and operational processes to support scale across 8,000+ farmer partners.

- Used Salesforce and custom tools to track wood stocks and operational processes.
- Contributed to the development of a centralized database to streamline operations data
- Led SOP design, digital tool rollout, and partner training to improve field efficiency.
- Developed reporting systems to monitor productivity, engagement, and yield performance.

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## EDUCATION

B.Sc. Physics, JKUAT

Certificate in Geospatial Database Development, RCMRD

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## ADDITIONAL INFORMATION

- Tools: Salesforce, Zoho, Zendesk, Freshdesk, Jira, Trello, Excel, G-Sheets, Excel, SQL
- Methodologies: Agile, SOP Development, Operational Audits, Continuous Improvement
- Regulatory Exposure: AML/KYC, Internal Controls, Compliance Reviews
- Languages: English (fluent), Kiswahili (fluent)