

EVANS WEKESA

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SUMMARY

Proactive and versatile professional with extensive experience in virtual assistance, customer service, sales, data management, and financial services. Proficient at managing client relationships, driving digital adoption, and delivering high-quality administrative support. Proven ability to enhance customer satisfaction, streamline operations, and contribute to organizational success. Committed to continuous improvement and community involvement.

SKILLS

- Executive Administrative Support
- Online Community Moderation
- Customer Service & Sales Growth
- Data Entry & Database Management
- Digital Banking Solutions
- Cybersecurity Awareness
- Leadership & Team Collaboration
- Relationship Management
- Calendar Management
- Email Management
- Data Entry
- Client Communication
- Proficiency in using productivity apps and technology tools (Google Workspace, Asana, Zoom)
- Planning Travel itineraries
- Data and Expense tracking

EXPERIENCE

Chat Moderator

ALX Africa – October 2024 – Present

- Managing group settings and moderating flagged content in AiCE-8-Kenya, ensuring discussions are constructive, respectful, and engaging.
- Improving user engagement by pinning important posts and contributing to the overall learning experience is being done.

FTT WiFi Sales Agent

Safaricom – October 2024

- Delivered tailored WiFi solutions to residential and business customers, exceeding sales targets through effective need assessments and timely installations.
- Maintained high levels of customer satisfaction by resolving inquiries and providing ongoing support.

Scholar Agent - Mobile Banking

Equity Bank Limited – October 2021 – Present

- Increasing customer satisfaction by streamlining mobile banking support, onboarding over 300 clients monthly, and boosting engagement, contributing to a 20% increase in service utilization.
- Training over 400 clients per month on anti-fraud practices, enhancing their digital banking security.
- Supporting marketing initiatives, resulting in increased product uptake and stronger customer relationships.
- Building and maintaining strong client relationships results in increased satisfaction and business growth.
- Analyzing customer needs and delivering personalized financial solutions, driving product adoption and retention.

Data Entry Officer

Equity Bank Limited – January 2023 – Present

- Accurately enter and maintain critical data in bank databases, ensuring data integrity and supporting operational efficiency.
- Conducting regular quality checks and contributing to improving administrative workflows.

Red Cross Volunteer

Kenya Red Cross – 2021 – Present

- Assisted in disaster relief efforts and supported local community projects to improve public welfare.

English-Swahili Translator

September 2024 – Present

- Provided translation services for educational and community projects.

Exam Invigilator

Nyeri National Polytechnic – August 2024

- Ensured the smooth administration of exams by overseeing exam rooms, enforcing regulations, and supporting students.
- Monitored and documented any exam irregularities to ensure the integrity of the process.

EDUCATION**Bachelor of Science in Geomatics and Geospatial Information Systems**

Dedan Kimathi University of Technology

CERTIFICATION

- AiCE Certification- **Africa Leadership Experience (ALX)**
- Virtual Assistant Certification –**Africa Leadership Experience (ALX)**
- Cybersecurity Awareness Certificate – **HP Life**
- Data Science and Analytics – **HP Life**
- EF SET English Certificate – **EF Education First**
- Red Cross Volunteer – **Kenya Red Cross**