

SAMUEL JUMA OMODING

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jumaomoding@gmail.com

PROFESSIONAL SUMMARY

Dedicated and experienced Customer Care Representative with a background in providing exceptional customer support. Proficient in various customer service tools and techniques. Skilled Meteorologist with a strong analytical background. Committed to delivering accurate and reliable weather forecasts.

EDUCATION

Kamata School of Music,
Nairobi, Kenya
Certificate in Video and
Photography.

University of Nairobi, Nairobi,
Kenya
Bachelor of Science in
Meteorology

Sigalame Boys High School,
Busia, Kenya
Kenya Certificate of
Secondary Education

KEY SKILLS

Data Analysis
Numerical Simulation
Software Proficiency (Zoho,
Webwab, Digium Switchvox,
GFFS, ArcGis, WIMES,
SURFER 8, MYSTAT)
Customer Relations

EXPERIENCE

April 2023 - To date

Customer Service • Customer Care Representative • Optica Limited

May 2021 - To date

Customer Care Representative • Part Time • Solar Panda Kenya Limited

Feb 2022 - Jan 2023

Meteorologist • Intern • Kenya Meteorological Department

REFERENCES

Dr. Johnson I. Kinyua, Dean of Students, University of Nairobi P.O Box 30197-00100, GPO, Nairobi jkinyua@uonbi.ac.ke

Mr. Antony Makau, Customer Care Manager, Solar Panda Kenya Limited
746 Muchai Drive
P.O Box 19400-00100GPO, Nairobi antonym@solarpanda.com

Mr. Mwai Zacharia, Assistant Director/ GIS Expert, Kenya Meteorological Department
P.O Box 30259-00100, GPO, Nairobi mwazack@gmail.com