

KHAMALISHI TEDDY BRYAN

P.O.Box 1829-00100 Nairobi, Kenya
706100583

teddykhamalishi@gmail.com

+254

758167841

+254

Profile

An experienced telesales, customer service and marketing professional with a solid track record within outbound business to business telesales. Possessing a strong commercial acumen and having a proven track record in closing deals over the telephone.

Having an in depth understanding the importance of customer service and recognizing the need to balance profitable growth with customer satisfaction.

Career Statement

I feel that my greatest strengths are firstly my ability to develop and maintain a close working relationship with my customers. This allows me to gain in-depth understanding of their individual needs and requirements.

Secondly my ability to be agile to changing market conditions and priorities.

Professional Experience

Aug 2021 – Jan 2022

Glovo Kenya

Partner Operations Support

- Responded to all enquiries from customers ranging from finance, content and store management.
- Supported the Account Managers and Partner Business Leaders with all aspects of the Client Implementation and the daily Operational running of the Account department.
- Worked alongside and communicate effectively with all other teams involved, such as the Finance and the Operations/Work Flow Departments.
- Proactively called the partners providing assistance.
- Responded to all enquiries from customers within the same day.
- Tablets and bag issuance to partners and record keeping for both bags and tablets issued.
- Solving partners concerns through cases raised.

April 2021 – Feb 2022

BetPawa

Customer Service Representative

- Responded to customer queries in a timely and accurate way, via phone, email or chat.
- Identified customer needs and help customers use specific features.
- Updated our internal databases with information about technical issues and useful discussions with customers.
- Monitored customer complaints on social media and reach out to provide assistance.
- Share feature requests and effective workarounds with team members.
- Gathered customer feedback and share with our Product, Sales and Marketing teams.
- Inform customers about new features and functionalities.

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- Followed up with customers to ensure their technical issues are resolved.

Nov 2020 – July 2021

Glovo Kenya

Content activation and editor

- Store creation – menu creation and updates, location and store details into the Glovo platform. Solving partners concerns through cases raised
- Provided the onboarding training over the call by following the script and the instructions provided.
- Assured the partner has full understanding of the tools' usage and is aware of the processes.
- Clarified doubts and providing answers to the partner's question.
- Tablets and bag issuance to partners and record keeping for both bags and tablets issued.
- Used Salesforce and customer CRM on a regular basis as the workflow tools.

Aug 2020 – Oct 2020

bet254

Customer Support Agent

- Responded to customer queries in a timely and accurate way, via phone, email or chat.
- Identified customer needs and help customers use specific features.
- Updated our internal databases with information about technical issues and useful discussions with customers.
- Monitored customer complaints on social media and reach out to provide assistance.
- Share feature requests and effective workarounds with team members.
- Gathered customer feedback and share with our Product, Sales and Marketing teams.
- Inform customers about new features and functionalities.
- Follow up with customers to ensure their technical issues are resolved.

Jul 2018 – Jun 2020

Intel College

Marketing and Recruitments Assistant

- Assisted in establishing strategies to develop and maintain an in-house database of applicants, mainly through direction of program managers and the principal.
- Flexible work-style to manage multiple priorities, meet tight deadlines and manage last-minute changes.
- Assisted with recruit expense reimbursement management.
- Provided exceptional levels of customer service to candidates, hiring managers, business unit leaders and executives.
- Assisted in providing offer letters and initiating/communicating the background screening process for selected candidates.
- Performed Data Entry of confidential students and parents information into the students/parents database.
- Communicated and coordinated with internal departments regarding recruitment of students.
- Responsible for answering incoming calls, screening them as necessary,

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and directing them to the appropriate personnel.

Apr 2016 – Jun 2018

StarTimes TV

Call Centre/Telesales Agent

- Analyzed sales data and negotiation techniques to leverage client relationships and improve retention.
- Assisted accounts with implementing promotional and marketing strategies in regards to increasing sales and overall business growth.
- Customer service to all existing customer and clients.
- Upgraded customers from Nyota and Basic to classic and unique packages. Educated customers on products and service options.
- Trained new employees on phone etiquette, company policies, and sales and Closing tactics.
- Assessed escalated customer concerns to provide thoughtful and well evaluated resolution to promote customersatisfaction.
- Evaluated the needs of each customer and provide solutions that are in alignment with their specific needs.
- Earned the overall best Customer Service agent award for the 3rd Quarter of 2017.

May 2015 – Oct 2015

Ministry of Labor, Social Security, and Services. Social Development Department- Kasarani Sub-County.

Intern

- Collected social development related data for planning.
- Liaised with local communities and other development agencies in implementing community development programs.
- Identified self-help groups and community-based organizations for registration. Guided communities and self-help groups to place their social economic needs and mobilizing communities to implement their development tasks; and mainstreaming disability in programs and projects.
- Worked with residential areas to identify and mobilize local resources for the execution of development tasks.

Certificates

Sep 2019 – Mar 2020

Intel College

International Computer Driving License (ICDL)

- Microsoft word, presentation, PowerPoint, using databases and excel. Computer essentials, online essentials and online collaborations.
- I.T Security.
- Digital Marketing

Nov 2019 – Jan 2020

Jijali Learning powered by Yusudi Kenya

Certificate in Entrepreneurship

- Business startups.
- Finance and sales
- Management. Market research.
- Problem solving class.
- Creating of a business plan. Business sustainability.

May 2012 – Aug 2012

Kenya Institute of Management

Certificate in Computer Studies

- Certificate in Computer Studies.
- Microsoft word, PowerPoint, excel, adobe and software installation, troubleshooting and installation skills.
- Social media marketing.
- Content writing and data entry
- skills. Internet research.

Education

2012 – 2016

Jomo Kenyatta University of Agriculture and Technology

BSc. Development Studies

2008 – 2011

Kakamega School

Kenya Certificate of Secondary Education

1999 – 2007

Kakamega Hill School

Kenya Certificate of Primary Education

Key Skills and Competence

Professional

- Experience of working in a call center environment.
- Experience of generating new business through direct marketing. Having a professional and direct telephone manner.
- Ability to sell to senior managers and directors.
- Experience of Microsoft software like Word, Excel and PowerPoint. Experience of CRM systems.
- Producing written information for customers and reports for managers. Skilled in identifying and qualify opportunities.
- Proven organizational and administrative ability

Personal

- A solid team player who thrives on working in a fast paced environment. Having a persuasive personality & focused on achieving goals.
- Possessing a confident and articulate telephone manner.
- Having a burning desire to succeed.
- Adaptive to change and ability to multi-task.
- Able to work as part of a team and in a busy telephony environment. Enjoy working to KPI's and departmental targets.
- Well spoken.
- Resilient and proactive.
- Ability to stay calm under pressure.
- Able to react quickly and effectively when dealing with challenging situations.

References

Clement Kandji, *Telesales Team Lead*, Mobisol Group
clemmoh@gmail.com,
0715916445/0738957031

Leonard Gesuka, *Head of Student Activities and IT tutor*, Intel College
leonard.gesuka@inteluni.ac.ke, 0723-785763

Fredrick Mutisya, *Marketing Strategist*
fmutisya@gmail.com, 0795009475