

# WOKA JAMES DAVID

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## PROFILE SUMMARY

Detail-oriented Data Analyst with experience in SQL, Excel, and data cleaning, transitioning from a customer service and quality assurance background. Passionate about leveraging data to drive decision-making and process optimization. Adept at analyzing customer behavior, collections performance, and quality assurance metrics to improve efficiency. Experienced in tele collections, reporting, and business intelligence. Seeking to apply analytical skills in a data-driven role to support business growth.

## AREAS OF EXPERTISE

Customer service | Customer Satisfaction | Reporting Generation | Documentation | Negotiation | Conflict Management | Relationship Development | Data collection | Data Analysis & Visualization: SQL, MySQL, Excel, Google Sheets | Quality Assurance & Compliance Monitoring.

## PROFESSIONAL EXPERIENCE

### Apollo Agriculture Limited

#### *Quality Assurance Associate – Tele Collections & Field Collections (Nov 2024 - Date)*

- Monitored and evaluated customer interactions to ensure compliance with company policies and service standards.
- Conducted data analysis using SQL and Excel to track agent performance and identify areas for process improvement.
- Provided actionable insights and recommendations to optimize telecollections strategies and enhance efficiency.
- Developed and implemented quality assurance frameworks to support customer service excellence.
- Collaborate with other departments to optimize the collections process and address systemic issues.

#### *Principal Repayment Executive - Tele Collections (Jan 2023 - Oct 2024)*

- Managed a team of Repayment Executives, ensuring optimal performance and adherence to collection procedures.
- Developed and delivered training programs to improve collections efficiency.
- Defined and implemented data-backed QA standards for the tele-collections team.
- Tracked and analyzed call volume, collection rates, and quality assurance metrics to guide performance improvement.

- Provided high-level analysis and reporting on telecollections and quality assurance trends.

### ***Customer Experience Team Leader (Jan 2022 - Dec 2022)***

- Led and trained a team to ensure high-quality service delivery and customer satisfaction.
- Collected, analyzed, and reported on customer experience data to identify trends and improvement areas.
- Developed and implemented customer experience standards to optimize interactions.
- Used SQL and Excel to track customer interactions, complaints, and feedback for data-driven decision-making.

### ***Customer Care Executive (2020 - 2021)***

- Managed high-volume inbound and outbound customer interactions.
- Analyzed customer queries and complaints, providing actionable insights to improve service delivery.
- Cross-sold products using customer data insights and trends.

### **Wire Products Limited**

#### ***Regional Sales Representative (Migori) (2019)***


- Conducted market research and data analysis to identify customer needs and improve sales strategies.
- Collected and analyzed data on customer demographics, preferences, and buying habits to optimize sales efforts.

### **African Population and Health Research Centre**

#### ***Field Officer (2018)***

- Performed data collection and documentation for research purposes.
- Analyzed survey results and provided recommendations based on data insights.

## **EDUCATION & CERTIFICATIONS**

 Certification in Data Analytics – **ALX Kenya (May 2023 - Dec 2023)**

 Bachelor of Science in Biochemistry – **Kenyatta University (2013-2018)**

 Certificate in Computer Packages – **Olympic Vocational Training Centre (2010-2011)**

## PROJECTS & DATA ANALYSIS EXPERIENCE

- Customer Feedback Analysis – Used SQL and Excel to analyze customer feedback trends and identify service improvement areas at Apollo Agriculture.
- Data Cleaning & Transformation – Worked on multiple datasets to clean, transform, and visualize data using Excel and Python.
- Quality Assurance Performance Dashboard – Designed a reporting system to monitor tele collection agents' performance and improve efficiency using SQL and Excel.

## REFERENCES

Upon request.