

Zeruhia Oduol

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Education

Bachelor of Economics and Statistics

Sep 2013 – Dec 2019

Kenyatta University, Nairobi

Employment

Head Of Operations

Apr 2023 – Apr 2024

CitySprint Fulfillment and Courier Services, Nairobi

- Develop and implement call center operational policies, procedures, and standards to optimize efficiency and consistency.
- Provide strategic leadership and direction to ensure the effective operation.
- Monitor key performance indicators (KPIs) related to sales, service, quality, and profitability, taking corrective actions as needed.
- Recruit, train, and mentor call center team, logistics team and warehouse staff to deliver outstanding customer service.
- Oversee inventory control processes.
- Implement marketing and promotional activities to attract and retain clients and customers to drive revenue growth
- Address any quality issues or customer complaints promptly and implement corrective actions to prevent recurrence.
- Assist in marketing strategy formulation and handle budgeting and invoicing.

Customer Success Manager | Digital Marketing

Dec 2021 – Mar 2023

JoyUp, NewYork, USA

- Maintain relationships with customers and partners with ease.
- Manage client communication using tracking software and execute campaigns through Facebook ads, automation, SMS, and email.
- Oversee administrative tasks and campaign management, ensuring deadlines and budgets are met.
- Collaborate with clients and the team to define social media and digital advertising strategies, adhering to budgets and objectives.
- Analyze web metrics and generate insights for improved performance.
- Handle budgeting and invoicing.
- Provided regular status reports and conduct research on potential clients and industries.

Credit Adviser

May 2018 – Apr 2021

Quest Holdings, Nairobi, Kenya

- Debt collection and recovery for financial and commercial institutions.
- Manage customers' portfolio, ensuring attention to clients and meeting collections targets.

Personal details

LinkedIn

linkedin.com/in/zeruhia-oduol

Skills

Leadership

MS Office Suite Proficiency

Communication

Portfolio Management

Customer Service

Data Analysis

Budget Management

Negotiation

CRM Software Proficiency

Performance Management

Problem Solving

Decision Making

Graphic Design

Web Development (HTML,CSS and JavaScript)

Human Resource Experience

Digital Marketing

Languages

English

Swahili

- Update customer's financial and collection status on the QHS platform.
- Initiate debt clearance processes and resolve disputes between customers and clients.
- Maintained data integrity and confidentiality of customer details.
- Prepare daily and monthly progress reports as required.

Customer Support Expert| Shopify

May 2021 – Dec 2021

GQ ECOM INC, California

- Responding to Emails in a timely manner.
- Communicating with supplier about customer order issues.
- Handling disputes.
- Exporting orders via CSV, Excel. Keeping track of what's being paid.
- Training/managing new customer support team members.
- Tracking orders via USPS, Canada Post etc.
- Setting up Shopify Stores. Managing inventories.

Achievements

- **Optimization of Customer Service Processes:** I implemented cloud based analytics to reconcile customer orders, enhancing service quality and operational efficiency. This resulted in improved order processing and dispatch systems, reducing float leakage by 85% and ensuring the successful delivery of parcels.
- **Automation of Workflow:** Successfully implemented automated workflows using marketing automation tools such as GoHighLevel and Mailchimp, streamlining repetitive tasks such as email campaigns, social media scheduling, and lead nurturing.
- **Implemented Customer Feedback Initiatives:** Implemented customer feedback initiatives such as surveys, feedback forms, and follow-up calls to gather insights and measure customer satisfaction levels.

Extracurricular activities

Community Service Committee Member

Present

Rotaract Club of Embakasi, Nairobi

Community Service Director

Jul 2016 – Jul 2017

Rotaract Club of Kenyatta University, Nairobi

Courses

Software Development; PLP Academy

Present

References

References available upon request.