

VIVIAN ALUOCH OKELLO

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Over five years of extensive hands-on experience as a Quality Analyst supervisor focusing on identifying and giving feedback on agent shortcomings in soft skills and process knowledge to meet the clients SLAs.

Education Background

2012-2015: Kariobangi North Girls Sec School

Attained: Kenya Certificate of Secondary Education (K.C.S.E) C+

Other certifications

January- February 2023: DDD Training

Attained: Employability Training

January – December 2019: Alison Courses

Attained: Diploma in Business Process Management

October 2018: Sama Courses

Attained: Certificate in Quality Assurance

December 2016: Baba Dogo Catholic Church

Attained: Certificate in Computer Packages

Work Experience

Organization: Sama February 2019-2022

Designation: Quality Analyst

Responsibilities:

- Analyze agents' work output against guidelines/standards and provide feedback
- Identify agents' strengths and Weaknesses
- Provide feedback to Team Leaders on identified areas that individual members of the team need to improve on for coaching.
- Compile and send daily, weekly and monthly quality reports and send to the Quality Analyst Supervisor and other relevant stakeholders.
- Liaise with Team leaders to ensure that feedback and the identified quality gaps are addressed with the individual/team members.
- Collaborate with Operations to ensure that best standards are revised and updated where need be.

- Provide feedback and recommendations on recurring and widespread gaps that should be addressed through training/refresher trainings.
- Keep an up-to-date record of individual agents quality performance for use in performance reviews
- Participate in team briefings to provide the QA objective and also sit in calibration sessions

Organization: Sama February 2017-2018

Designation: Agent

Responsibilities:

- Research products across several e-commerce platforms
- Write product descriptions and titles
- Classify products into different categories
- Maintain data work requirements by following data program techniques, procedures as well as meeting and maintaining the required quality threshold.
- Verify entered data by reviewing, correcting, deleting, or reentering data; purging files to eliminate duplication of data.
- Perform any other duty as may be required or assigned

Hobbies

- Socializing
- Watching Series

Referrals

- Renee Oluoch
Sama
Project Manager
Tel: 0721591530
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- Wilson Mwesigwa
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- Maureen Wanjeri Njoroge
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