



**Hope Otworì**  
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### CORE SKILLS

- Compliance
- Account Management
- Vendor Management
- Relationship Management
- Process Improvement
- Recruiting
- Digital
- Product Management
- Wholesale

### WORK EXPERIENCE

#### CLIENT SUPPORT MANAGER

**Network Intelligent Payment Solutions Company – Abu Dhabi, UAE - February 2019 to August 2020**

Managed the day-to-day operations of a 34 member Client Service Team ( Service Desk agents and Field support engineers)to ensure that all goals and objectives established by executive management were achieved. Also responsible for networking with clients and identifying their needs to development new business opportunities for the company.

- Empathized with every aspect of the customer experience, putting customers' needs first.
- Guided and coached customer executives, managers and employees with a dedicated customer success process. Maintain high levels of customer engagement and satisfaction with a focus on customer loyalty and driving strong renewal and upsell rates.
- Identified common customer challenges and actively suggested better solutions.
- Oversaw the documentation of all internal processes of the team to ensure all areas were compliant under internal and external guidelines.
- Partnered closely with other cross-functional team members to translate business needs and product requirements into new solutions for customers.
- Managed time and tasks to achieve maximum new business opportunities and retain maximum existing revenue

#### ADMINISTRATION OFFICER THE RESIDENCES

**The Residences Middlesex University – Dubai, UAE  
2018**

**October 2015 – November**

- Managed a team of 12 to manage office resources and achieved optimum productivity.
- Setup processes along with the process champion and other teams for better and smooth functioning of the office daily.
- Managed operations of The Residences (<http://www.mdx.ac.ae/accommodation/the-residences>) – the University's accommodation compound consisting of 20 luxury villas and facilities .
- Managed all travel and communication partners for the Middlesex Residences. Main point of coordination between operations, administration and HR teams and activities of the same.

**CLIENT SUPPORT MANAGER (OPERATIONS MANAGER)**

**Postbank Kenya  
August 2015**

**October 2000 –**

- Built client confidence by actively listening to their concerns and giving appropriate feedback
- Processed all client needs accurately and in a timely fashion
- Quickly learned ever-changing computer programs and managed them with accuracy
- Oversaw daily operations and voiced any concerns to upper management and made certain proper solutions were implemented
- Built and maintained effective relationships with peers and upper management.t
- Offered direction and gave constructive feedback to motivate team members
- Built client confidence by actively listening to their concerns and giving appropriate feedback
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**Education Qualification**

<b>Qualification</b>	<b>Institute</b>	<b>Country</b>
BBA – Finance	Mt, Kenya University	Kenya
BBA – Criminology	Penn State University	USA
Diploma in Banking	Post Bank Training Centre	Kenya
First – Aid	First Security Group	UAE
Bridge Training Institute	Kenya	