

Bavon Ochieng

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PROFESSIONAL SUMMARY

Customer Service and IT support professional with 3+ years of experience, skilled in troubleshooting, omni-channel support, and customer engagement across digital platforms. Seeking to leverage technical and customer relations skills in a dynamic customer support role.

Professional Experience

CUSTOMER SUCCESS SPECIALIST | HANMAK TECHNOLOGIES LTD| 01/24 – 07/24

- Delivered multi-channel support via phone, email, and Loyo ERP CRM, resolving 90% of issues on first contact.
- Diagnosed and resolved software, hardware, and network issues, reducing resolution time by 15%.
- Tracked and analyzed KPIs like resolution time and rates to improve support efficiency.
- Conducted tailored training sessions for clients based on their facility types, enhancing system adoption.
- Coordinated cross-functional collaboration with the support and tech teams during customer onboarding, resulting in a significant reduction of implementation errors by 25% and an increase in overall project efficiency.
- Created user guides and FAQs, simplifying complex processes for diverse audiences and improving self-service by 20%.
- Engaged clients post-implementation to address any lingering questions or issues; maintained client satisfaction at over 95%, ensuring continuous partnerships and minimizing churn rates in the process.

ICT ASSISTANT| CANON MEDICAL HOSPITAL| 02/23 – 01/24

- Identified and championed optical services for the community, increasing revenue and improving customer retention.
- Provided multi-channel IT support, achieving a 95% resolution rate for user issues.
- Optimized clinical and administrative systems through troubleshooting and system updates following ITIL best practices.
- Created a knowledge base and FAQs, reducing support requests by 20%.
- Delivered personalized onboarding sessions to new users, ensuring understanding of software functionalities.
- Supported CCTV and access control systems, enhancing facility security and adherence to governance policies.
- Implemented data encryption and security updates, ensuring compliance with healthcare regulations.

Education

DIPLOMA IN ICT

KCA UNIVERSITY — 01/21 - 11/23

KCSE

LUBINU BOYS HIGH SCHOOL — 02/2016 - 11/2019

Technical Skills

- Customer Support Tools: ERP/CRM, Remote Desktop, TeamViewer, AnyDesk
- IT & Network Administration: LAN/WAN, VPN, Firewalls
- Documentation & Training: User Guides, FAQs, Knowledge Bases
- Data Security: Encryption, Data Governance Compliance
- Frameworks & Standards: ITIL Best Practices, Incident Management
- Customer Success Metrics: Resolution Rates, Response Times

Soft Skills

- Strong verbal and written communication
- Customer-centric problem-solving
- Adaptability and teamwork
- Analytical thinking and proactive approach

REFERENCES

John Kuria - Director, Canon Medical Hospital 0722414586 | jbkuria@gmail.com

Chris Fowler - Customer Success Team Lead, Hanmak Technologies Ltd +254 702 640680 | okenyechris@gmail.com

Erick Amukowa - ICT Manager, Canon Medical Hospital 0702399188 | ericamukowa@gmail.com