

BRYTON KILONZO
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KEY SKILLS:

- Lead generation
- Virtual assistant
- Excellent customer service
- Cost efficient
- Detailed and organised
- Supplier relationship

**PROFESSIONAL
EXPERIENCE**

Lemontree Foods, NY, USA

*Customer Service Representative, April
2023 - Sep 2023*

- **Customer Relationship Management (CRM):** Maintained accurate records of all calls and follow-up actions in the CRM system.
- **Streamlined Administrative Tasks:** Successfully managed and organised a busy professional's email inbox, calendar, and task list, resulting in improved efficiency and time management.
- **Client Communication:** Developed strong communication skills while liaising with clients, maintaining a high level of professionalism and responsiveness, leading to enhanced client satisfaction.
- **Data Entry and Management:** Demonstrated proficiency in data entry and database management, ensuring accurate and up-to-date records for the client's business.
- **Project Coordination:** Effectively coordinated and tracked various projects, ensuring deadlines were met and tasks were delegated efficiently.
- **Research and Documentation:** Conducted research on industry trends, competitors, and market analysis, providing valuable insights to support decision-making.
- **Scheduling and Meeting Coordination:** Managed scheduling and coordinated virtual meetings, reducing scheduling conflicts and ensuring seamless communication.
- **Problem-Solving:** Quickly resolved client inquiries and issues, demonstrating problem-solving skills and a better approach.
- **Time Management:** Successfully balanced multiple tasks and priorities, optimising time management and productivity.
- **Feedback Incorporation:** Actively sought and incorporated feedback from clients to continuously improve virtual assistance services and adept to evolving needs.

Software Developer (Back-end)

Freelancer,

March 2020 - Feb 2023

Programming languages:

- Python
- C++
- Java
- Javascript

Web Frameworks:

- Python, Django
- Java, Spring, Hibernate

Key Responsibilities:

- **Authentication and Authorisation:** implement user authentication and authorisation mechanisms to secure access to data and features within the application.
- **Server Management:** Responsible for server configuration, management, and scaling to handle increased traffic and load. This may involve cloud services like AWS, Azure, or Google Cloud.
- **Security:** Implemented security best practices to protect against common vulnerabilities such as SQL injection, cross-site scripting (XSS), and cross-site request forgery (CSRF).
- **Testing:** Wrote unit tests, integration tests, and end-to-end tests to ensure the reliability and correctness of their code.
- **Collaboration:** Effective communication and collaboration with front-end developers, designers, and other team members was essential in order to create a cohesive and functional application.
- **Agile and Project Management:** Familiarity with agile development methodologies (e.g., Scrum or Kanban) and project management tools (e.g., JIRA) helped streamline development processes.
- **Continuous Integration/Continuous Deployment (CI/CD):** Setting up CI/CD pipelines to automate the testing, integration, and deployment of code changes to production environments.

Emrill LLC, Dubai UAE

System Administrator, July 2017 - Jan 2020

- API intergration (API gateway functions with python).
- Undertake IT projects i.e. designing bootstrap on software.
- Network administration, documentation and support.
- Review, procure and install approved IT hardware e.g. scanners, Printers and Laptops.
- Prepare reports using word processing, spreadsheet, database of presentation software.
- Read and analyse incoming memos, submissions and reports.

APA insurance Apollo Group, Nairobi, Kenya.

Financial advisor, July 2016 – Jan 2017

- Selling products and services using solid arguments to prospective customers.
- Performing cost-benefit analyses of existing and potential customers.
- Maintaining positive business relationships to ensure future sales.
- Increased client satisfaction scores through using time-saving automation tools.
- Increased AUM by 25% in 18 months.
- Used UAFRS data from Valens Research to identify undervalued investments.

TeeTot Hotel, Machakos, Kenya.

Assistant Manager, Feb 2016 – Jun 2016

- Interacting with guests regularly to gain feedback on quality & service effectiveness.
- Managing staff levels to ensure that key target marketing areas are always covered.
- Maintaining strong and cordial relationships with corporate level sales and marketing managers.
- Identifying and monitoring the performance of competitors in the market place.
- Providing excellent customer service to designated accounts.
- In the field generating sales on a daily basis.
- Responsible for account budgets, expenditure forecasts, and P&L accounts.

EDUCATION

- College certificate. (Java and C++)
- High school certificate.
- Primary school certificate.

ADDITIONAL SKILLS

- Proficient in Microsoft Office and Adobe Illustrator CS5
- Proficient with other programming languages such as python & JavaScript
- Django & SCSS

AWARDS AND HONOURS

- Employee of the month for 3 consecutive months in Emrill.
- Distinction in computer programming.