BRYTON KILONZO

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Nairobi, Kenya.

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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.