

# Eric Kamwana

Moi University- Bachelor of Science in Graphic  
Communication and Advertising

P.O Box 23456-00100  
GPO- Nairobi  
**(+254) 798783284**  
**Email: hb.3kungu@gmail.com**

## EXPERIENCE

### **CURRENT: FREELANCE VIRTUAL ACADEMIC RESEARCH**

#### **ASSISTANT .**

As a freelance virtual research assistant offering project research, analysis and data collection for academicians majoring in different fields of academic specialization.

In my line of work I have developed great aptitude for a diverse range of professional pursuits including real estate . I have been able to identify some of the crucial aspects affecting and influencing the growth of the real estate industry.

To ensure that there is effective communication, online based jobs require great attention to detail and accuracy, clear communication and presentation.

Most of my clients are in North America and therefore I am used to working within their time zones. The use of reliable internet connection has been a major advantage when it comes to facilitating effective communication between my client and I.

**September 2020 to April 2021- Call Center Agent at GiveDirectly**

#### **(REMOTE WORKING)**

My day to day tasks involved using systems such as Salesforce, Slack, Dropbox, Zoom, Google Suite, Microsoft Office.

Roles and responsibilities.

## SKILLS

- Virtual assistant experience.
- Customer service experience.
- Salesforce experience.
- Ability to maintain confidentiality.
- Good communication and problem solving skills.
- Ability to solve problems independently.
- Attentive to detail and good record keeping.
- Ability to handle multiple tasks with little supervision

## LANGUAGES

English and Swahili

- Short registration of new recipients to the GiveDirectly programs.
- Verification of data for newly registered recipients.
- Making follow-ups on recipients who have received their transfers.
- Entering of data into the organization's Salesforce system.
- Conducting Call Surveys and probing the recipient to identify the validity of data provided.
- Communicating with recipients to create rapport with the recipients to get correct responses.

### **2019 to Feb 2020 - Sales and Marketing Agent (Touch- kenya)**

#### **(workforce Africa)**

Marketing the company's software and mobile application in the assigned region

- Telemarketing
- Finding new prospects for the Software and recruiting them to be part of the company's retailers for service offered by the company through the software
- Monitoring and Animation of the existing and recruited retailers clients using the company's software
- Ensuring that the already recruited clients are trading by calling and making physical visits
- Writing reports on how the customers I have recruited are trading using the company's software.
- Reporting on any customer complaints regarding the efficiency of the software and mobile phone application
- Online and on-call customer support.

## **2017 – 2019- Social media manager, Marketer and business development**

### **officer (Judpital tours and Travel)**

#### Roles and Responsibilities

- Writing social media marketing campaigns for the company's website and social media platforms.
- Designing online posters for marketing using Adobe Photoshop, in-design and illustrator software.
- Engaging potential clients on the company's social media platforms (Facebook, twitter and Instagram).
- Monitoring web traffic on the company's website.
- Ensuring that the company is able to communicate their traveling packages to relevant potential clients.
- Bringing on-board new clients through the sales department.
- Writing and designing the company's portfolio when requested
- Writing the market analysis report for the organization.
- Writing business proposals for the organization
- Approaching prospects to close on sales.

## **2015- Intern at Radio Africa Group**

#### Roles and responsibilities

- Gathering and writing news stories for Kiss FM and Classic FM.
- Covering events with the news team
- Editing audio sound bites
- Representing the organization in PR conferences