

# OGONDA JACK OMONDI

CUSTOMER / AGENT SUPPORT, SALES LEAD, WEB DEVELOPER, IT HELP DESK & SUPPORT

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## ABOUT ME

I have worked as a Agent support executive with over 4 years of experience in both Field Support Inbound & Outbound-Call Support supporting a portfolio of over 800 agents, Repairing POS Terminals, Managing Customers Through Regular Field Visits and Sorting customer challenges via Phone Calls, SMS, WhatsApp or E-mail.

As an Agent support executive my responsibilities were to answer product related issues from agents, troubleshooting POS Terminal issues, providing solutions and organizing support visits to different parts of Nairobi and Kenya in general.

My main role was to assess incoming support tickets, determine urgency and complexity, and make sure that I either troubleshoot, advice or visit the clients premises while providing efficient resolution. Also updating and maintaining an organized overview of all active support tickets, monitoring progress and reassigning tickets where necessary to ensure workload balance and timely resolutions.

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## STRENGTHS AND SKILLS

Time Management	Solution Oriented	Team Leadership
Customer Handling	Negotiation Skills	Communication
Customer Service	Client Relationship Management	After Sales Service
Field and On-call Support	HTML5, CSS3, JAVASCRIPT	GIT & GITHUB
MYSQL	Electrical & Electronics	EFTPOS

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## PROFESSIONAL EXPERIENCE

**Hallopay Systems Enterprises Ltd.(Fintech Company)**

**October 2019 - March 2024**

**Agents Support Executive**

**Website:** [hallopay.co.ke](http://hallopay.co.ke)

Responsible for the installation, repair, upgrades, and maintenance of POS hardware & software to ensure that all POS systems are running optimally and ensure customer satisfaction.

Employee of the year award 2022.

### Key Roles and Responsibilities

- Support a portfolio of over 800 agents while building a positive rapport
- Building a knowledge base for the Customer Service team that streamlined our processes and improved response times
- Answering product and service queries from existing and potential clients
- Making and receiving calls from agents experiencing technical issues with devices
- Resolving customer issues through: Troubleshooting, Repairs, and replacements of devices
- Conducting regular field visits to Customers (agents) experiencing technical issues requiring support
- Provide appropriate solutions and troubleshooting alternatives within a time limit of 48hours and follow up to ensure resolution
- Compile reports on overall customer satisfaction, feedback and challenges
- Build positive relationships with customers
- Manage all on site repairs, maintenance and tests on POS Terminals
- Diagnose errors or technical problems and determine proper solutions
- Ensure Branding of all existing and new Agents
- Training new customers on how to use the POS terminals
- Generate sales leads
- Offer technical support to POS system users at IT Help desk level
- Ensured customer service KPIs are met

**KOKO Networks (Clean Energy Soln)****March 2020 - December 2020****Brand Ambassador****Website:** [kokonetworks.com](http://kokonetworks.com)

I Established and maintained a good relationship with merchants who sold KOKO's Clean Energy Solution to customers and used their premises as a point of contact whenever sales were generated or when customers needed basic demonstration of the KOKO Burner stove

**Key Roles and Responsibilities**

- Basic training to customers about the product and how it works
- Working as a team to reach daily targets of 40 new leads per day
- Registering potential leads in excel sheet for follow ups
- Demonstrating and presenting Koko products to potential customers and leads
- Educating potential customers of the benefits of KOKO's clean energy solution
- Increasing Brand Awareness

**Cyber Café Attendant(Internet & Cyber services )****January 2016 - August 2018****Attend & Guide Customers**

I was responsible for Helping customers with the use of computers, applications, and Internet usage

**Key Roles and Responsibilities**

- Assisted customers when they had trouble or questions using computer software
- Troubleshooted different kinds of computer programs, hardware, and software
- Provided excellent customer care.
- Maintained cleanliness and orderliness of the place.
- Kept accurate records of logs and inventories of the shop.
- Source for rim paper and other stationery materials
- Applying and booking different services for customers e.g. KRA Pin, Good Conduct Certificate, Driving Licenses etc.
- Monitor use of computers to ensure compliance with café policies and applicable laws and regulations.

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**EDUCATION****Cisco Networking Academy**

Certificate in Cybersecurity

**Hewlett-Packard (hp) Foundation**

Certificate in Creating Effective Business Websites

**Hewlett-Packard (hp) Foundation**

Certificate in Data Science &amp; Analytics

**Google Hustle Academy**

Certificate SME Business Strategy

**CAP Youth Empowerment Institute**

Certificate in Electrical and Electronics

**Alison Academy**

Diploma in Information Technology Management

**Intro Technology Computer Systems**

Certificate in Computer Packages Literacy and Computing