

RESUME

JACK OMONDI OGONDA

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PERSONAL DETAILS

DATE OF BIRTH : 21/07/1997
SEX : MALE
NATIONALITY : KENYAN
LANGUAGE : ENGLISH AND KISWAHILI

CAREER VISION

To fully explore and utilize my potential within my capacity and within my moral standards for the general good of the society.

ACTIVITIES OF INTEREST

- Socializing
- Playing football
- Reading literature
- Tech Enthusiast
- Web Design

WORK EXPERIENCE

Hallopay Systems Enterprise Ltd

October 2019 to March 2024:

Position: Agent Support Executive (Technician, Sales & Customer Support Executive)

Duties and responsibilities

1. Answering product and service questions from existing and potential clients.
2. Collecting customer information and feedback about the product.
3. Resolving customer issues through: Troubleshooting, Repairs, and replacements of devices (POS terminals)
4. Conducting regular field visits to Customers (agents) experiencing technical issues requiring support.
5. Generate sales leads.
6. Provide appropriate solutions and alternatives within a time limit of 72hours and follow up to ensure resolution.
7. Compile reports on overall customer satisfaction, feedback and challenges.
8. Receiving and making calls to customers for basic troubleshooting and finding out the exact location of their business for field visits for repairs.
9. Follow all company's filed procedures and protocols.
10. Cooperate with customer service team and share information across the organization

11. Comprehend customer requirements and make appropriate recommendation
12. Build positive relationships with customers.
13. Provide service and customer support during field visits.
14. Tie workflow to schedule.
15. Manage all on site repairs, maintenance and tests on POS Terminals.
16. Diagnose errors or technical problems and determine proper solutions
17. Produce timely and detailed service reports
18. Document processes
19. Ensure Branding of all existing and new Agents.
20. Creating new and updating agent details on the database system.
21. Working with Excel Sheet and CRM to capture data.

Koko Networks Ltd

January 2021 to December 2021

Position: Part Time Brand Ambassador

Duties and responsibilities

1. Generate sales leads
2. Basic training to customers about the product and how it works
3. Working as a team to reach daily targets
4. Registering potential leads to link/app for follow ups
5. Demonstrating and presenting Koko products to potential customers and leads.
6. Setting up Koko stations in different areas to train and upsell Koko to clients

Komarock Cyber Café

January 2016 to 2018

Position: Cyber Café Attendant

Duties and responsibilities

1. Printing, Scanning, Photocopying and encoding data for clients.
2. Troubleshooting internet problems encountered by customers.
3. Applying and booking different services for customers e.g. kra pin, good conduct, driving licenses etc.
4. Proficient in M.S. office applications, especially M.S. Word, MS Excel, and Access

ACADEMIC BACKGROUND

July 29th 2024 to date

Power Learn Project Academy

Software Engineering

Modules Covered

Introduction to AI and Software Engineering

Web Development

Database Engineering

Leadership & Entrepreneurship

July 29th to 1st August 2024: **Google Hustle Academy**
Business Bootcamp
Business Strategy
Increasing Sales Through AI
Digital Marketing & AI
Financial Planning & E-commerce
Effective Leadership & Pitching

June 2022 - Aug 2022 **Heltz Driving School**
Driving skills: Driving License Class B

Jan 2019 – April 2019 **CAP Youth Empowerment Institute**
COURSE
Electric and Electronic Engineering
: Power generating plant
: Wiring and Piping
: Coation and Battery Installation
: Financial Literacy
: Life skills
: Work Readiness

2017
Course : **Intro Technology Computer System**
: **Introduction to Computers and Operating System**
: Microsoft Word
: Microsoft Excel
: Microsoft Access
: Microsoft Power point
: Microsoft Publisher
: Internet and Email

2012-2015
Course : **Peter Kibukosya Secondary School**
Kenya Certificate of Secondary Education

2003-2011
Course : **Umoja Primary School**
Kenya Certificate of Primary Education

REFEREES

1. Margaret Gatuah.
Hallopay Systems Enterprises Ltd,
Human Resource,
Tel: 0739 594 914 / 0702 836 304
2. Florence Kihumba
Koko Networks Ltd
Team leader
0700 817 646
3. Billy Memba
Hallopay Systems Enterprises LTD
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