OGONDA JACK OMONDI

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

Email: jackomosh6@gmail.com
Visit portfolio: [Jack's Portfolio](#)
Phone: +254703489975 / +254792657875

ABOUT ME

As a dedicated Agent Support Executive with over 4 years of experience in both Field Support and Inbound-Call Support, I excel at creating positive and impactful customer interactions. My passion lies in resolving issues efficiently and ensuring a seamless customer experience.

I have worked as an Agent Support Repairing POS Terminals, Managing Customers Through Regular Field Visits. Also as a customer support executive answering product related issues from customers, troubleshooting and providing solutions through phone calls.

In my role as an agent support executive I also formulated sales strategies and coordinated staff to different locations around Nairobi and its environs for sales activation activities and was the lead sales and field officer.

STRENGTHS AND SKILLS

Time Management	Solution Oriented	Team Leadership
Web Development	Negotiation Skills	Communication
Customer Service	Client Relationship Management	After Sales Service
Field Support	HTML5, CSS3, JAVASCRIPT	GIT & GITHUB
MYSQL	Electrical & Electronics	

PROFESSIONAL EXPERIENCE

Hallopay Systems Enterprises Ltd.   **October 2019 - March 2024**
Agents Support Executive / Lead Technician
Website: hallopay.co.ke

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

Key Roles and Responsibilities

- Support a portfolio of over 800 agents
- 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 (POS terminals)
- Conducting regular field visits to Customers (agents) experiencing technical issues requiring support
- Provide appropriate solutions and troubleshooting alternatives within a time limit of 72hours 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

KOKO Networks **June 2021 - December 2021**
Brand Ambassador
Website: 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 **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.

EDUCATION

August 2024 to date
Power Learn Project Africa Academy
Currently pursuing Software Engineering

Hewlett-Packard (hp) Foundation
Certificate in Creating Effective Business Websites

Hewlett-Packard (hp) Foundation
Certificate in Data Science & Analytics

Google Hustle Academy
Certificate SME Business Strategy

CAP Youth Empowerment Institute
Certificate in Electrical and Electronics

Intro Technology Computer Systems
Certificate in Computer Packages Literacy and Computing

REFEREES

Florence Kihumba
KOKO Networks Ltd
Team Lead
+254700817646

Billy Memba
Hallopay Systems Ltd
C.E.O
+254721781615

Margaret Gatuah
Hallopay Systems Ltd
Human Resource
+254739594914 / +254702836304