

OGONDA JACK OMONDI

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

Email: jackomosh6@gmail.com

Visit portfolio: [Jack's Portfolio](#)

Visit Profile: [LinkedIn Profile](#)

Phone: +254703489975 / +254792657875

ABOUT ME

I have worked as a Agent support executive with over 4 years of experience in both Field Support and Inbound-Call Support supporting a portfolio of over 700 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 customers/agents, troubleshooting POS Terminal issues, providing solutions and organising support visits to different parts of Nairobi and Kenya in general.

In my role as an agent support executive I formulated sales strategies and coordinated staff to different locations around Nairobi for sales activation activities and was the team lead for sales and technician.

I excel at creating positive and impactful customer interactions. My passion lies in resolving issues efficiently and ensuring a seamless customer experience.

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.

Employee of the year award 2022.

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
Brand Ambassador

March 2020 - December 2020

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
Attend & Guide Customers

January 2016 - August 2018

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