

JACK OGONDA

CUSTOMER / AGENT SUPPORT, SALES LEAD, TEAM LEAD, IT HELP DESK & TECH SUPPORT

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ABOUT ME

I have worked as a Technical Support Lead with over 4+ years of experience responsible for overseeing a customer support team, ensuring they provide excellent service, and handling escalated issues.

In my previous role I was also responsible for assessing 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.

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	Driving Skills (Small Vehicle B1)	EFT-Point Of Sale
Sales Lead	MySQL	

PROFESSIONAL EXPERIENCE

WiseHub

June 2024 - to Date

Assistant Technical Lead & Digitization Trainer (ToT)

Support the Tech Lead on implementation of organizations IT infrastructure.

Key Roles and Responsibilities

- Troubleshoot learners computers and install necessary software used by learners
- Train community members on digital literacy, digital marketing / social media
- Communicate to community members using Bulk SMS / Email Marketing Applications
- Design Basic ICT Skills course work for learners
- Assist the Tech Lead to Train Learners on Website Development
- Manage content on organizations website
- Provide training for the team on technical topics including use of Software and Digital tools
- Optimize organizations website to ensure optimal online presence
- Build websites for entrepreneurs as requested by the organization using no code / code platforms.

Hallopay Systems Enterprises Ltd.(B2B / B2C Fintech Company)

October 2019 - April 2024

Technical Customer Support Lead

Ensure customer satisfaction through Troubleshooting issues, identifying the root cause of problems, and providing effective solutions.

Key Roles and Responsibilities

- Support agents/customers while building a positive rapport
- Making and receiving calls from agents experiencing technical issues with devices
- Building a knowledge base for the Customer Service team that streamlined our processes and improved response times
- Coordinate and manage field operations schedules, ensuring tasks are completed on time and within budget.
- Resolving customer issues through: Troubleshooting, Repairs, and replacements of devices
- Conducting daily/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
- Offer technical support to POS system users at IT Help desk level
- Lead, train, and mentor field staff, ensuring they understand their roles, follow protocols, and meet performance expectations

KOKO Networks (Clean Energy Soln)

March 2020 - December 2020

Part time Brand Ambassador & Lead Generation

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

**MTM(Marketing Agency)
Sales, Marketing and Lead Generation**

January 2019 - September 2019

Responsible for actively identifying targets and potential businesses or individuals who require Lipa na Mpesa Till and Paybill numbers by conducting market research, generating leads, and building relationships with new customers.

Key Roles and Responsibilities

- Managed the entire sales cycle, from prospecting, initial contact to closing.
- Training and explaining the use of Lipa na Mpesa Tills and Paybill numbers.
- Negotiating terms with clients.
- Track sales performance.
- Prepare reports on sales progress
- Evaluate the effectiveness of marketing campaigns.
- Setting sales targets and measuring success against goals to improve future efforts
- Using available CRM tools and the mpesa partner toolkit

**Cyber Café Attendant(Internet & Cyber services)
Customer Support and Cyber Management**

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
- Billing and Payments Handling
- Computer and Equipment Maintenance

EDUCATION

**Hewlett-Packard (hp) Foundation
Certificate in Customer Relationship Management**

**Hewlett-Packard (hp) Foundation
Certificate in Customer Experience for Business Success**

**Cisco Networking Academy
Certificate Introduction to Cybersecurity**

Hewlett-Packard (hp) Foundation

Certificate in Creating Effective Business Websites

Hewlett-Packard (hp) Foundation

Certificate in Data Science & Analytics

Intro Technology Computer Systems

Certificate in Computer Packages Literacy and Computing

Alison Academy

Diploma in Business Administration

Alison Academy

Diploma in Information Technology Management

Alison Academy

Diploma in Web Development

CAP Youth Empowerment Institute

Certificate in Electrical & Electronics

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