

# 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 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.

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## 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

EFTPOS

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## PROFESSIONAL EXPERIENCE

**Hallopay Systems Enterprises Ltd.**

**October 2019 - March 2024**

**Agents Support Executive / Lead Technician**

**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.

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](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**  
**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.

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## 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

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## REFEREES

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