

## Kevin Kiprono – Payments & Transaction Operations Specialist

Nairobi, Kenya | Remote

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## Professional Summary

Payments and Transaction Operations Specialist with **5+ years of experience in online payments, transactional monitoring, and financial process optimization**, including experience in the **iGaming industry**. Skilled in **payment method integrations, acceptance rate optimization, withdrawals/top-ups management, and reporting**. Strong track record in **cross-functional collaboration, decision-making on payment flows, and implementing contingency plans** to ensure smooth operations and improved user experience.

## Core Competencies

### Functional Competencies

- Payment Methods Monitoring & Management
- Billing & Transaction Oversight
- Acceptance Rate Optimization & Volume Distribution
- Withdrawal & Top-up Balance Management
- Contingency & Emergency Planning
- Payment Flow & User Experience Improvements
- Payment Method Integration & Testing
- Customer Support Coordination & Issue Escalation
- Reporting, KPI Dashboards & Business Metrics
- Decision-Making on Enabling/Disabling Payment Methods
- Cross-Functional Collaboration with BI, Finance & Support Teams
- Process Documentation & Monitoring Guidelines

## Technical Tools

- Payment Platforms: Stripe, PayPal, Adyen, Skrill, Neteller, Visa/Mastercard gateways
- Excel: Advanced Formulas, Pivot Tables, Macros
- Reporting & Analytics: Google Data Studio, Looker Studio, HubSpot Reports
- CRM & Data Management: HubSpot, Salesforce
- Automation & Integration: Zapier, API Integrations, Webhooks
- Data & Scripting: SQL, Python (data handling and reporting)
- Collaboration Tools: Asana, Jira, Trello, Slack, Google Workspace

## Professional Experience

### Payments & Transaction Operations Consultant – iGaming

Remote | Aug 2023 – Aug 2025

- Monitored payment flows, withdrawals, and top-ups across multiple online gambling platforms.
- Optimized payment acceptance rates and volume distribution, improving success rates by 15–20%.
- Assisted in integrating and testing new payment providers, including Skrill, Neteller, and card gateways.
- Built dashboards and automated reporting for withdrawals, deposits, and transaction volumes.
- Developed contingency plans for payment failures and escalated critical issues to technical and support teams.

### RevOps Specialist (Freelance / Consulting)

Remote | May 2021 – Jul 2023

- Streamlined payment and transactional processes for iGaming and SaaS clients, reducing manual workload by 45%.

- Managed escalated payment-related customer support requests to resolution.
- Provided insights to optimize the cost efficiency of payment methods and reduce transaction failures.
- Developed reporting models and automated dashboards for deposits, withdrawals, and KPIs.

### **CRM & Automation Analyst**

Nairobi, Kenya | Jan 2020 – Apr 2021

- Built automated workflows and API integrations for transactional and payment data.
- Maintained accurate records of payments, withdrawals, and system performance metrics.
- Trained teams on monitoring procedures and proper use of financial and payment tools.

### **Key Achievements**

- Improved payment acceptance rates by 15–20% across iGaming platforms.
- Reduced transactional costs by 10% via payment method optimization.
- Created real-time dashboards, cutting manual reporting time by 50%.
- Assisted in integrating and testing 3+ new payment providers, ensuring seamless deployment.
- Developed contingency plans, ensuring uninterrupted transactions and compliance.
- Resolved escalated payment support requests, improving customer satisfaction and reducing resolution time by 30%.

### **Education**

#### **Bachelor of Science in Computer Science**

Gretsa University