

**Kevin Kiprono – Payments & Revenue Operations Specialist**

Nairobi, Kenya | Remote

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## Professional Summary

Results-driven Payments and Revenue Operations Specialist with 5+ years of experience in **online payments, transactional monitoring, and financial process optimization**. Skilled in **payment system integrations, acceptance rate optimization, reporting, and cross-functional collaboration**. Adept at analyzing financial and transactional data, developing contingency plans, and improving user experience while maintaining operational efficiency.

## 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 (integration & monitoring)
- 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

### Revenue Operations Consultant

Remote | Aug 2023 – Aug 2025

- Monitored financial and payment workflows to ensure accuracy and operational continuity.
- Created dashboards to track withdrawals, top-ups, acceptance rates, and payment volumes.
- Collaborated with BI and support teams to develop monitoring guidelines and contingency plans.
- Suggested and implemented improvements to payment flows, enhancing user experience.
- Assisted in testing new payment methods and deployments.

### RevOps Specialist (Freelance / Consulting)

Remote | May 2021 – Jul 2023

- Optimized payment and transactional processes, reducing manual workload by 45%.
- Managed customer and partner communication for payment-related escalations.
- Provided actionable insights to improve cost efficiency of payment methods.

- Developed reporting models and automated dashboards to track key business metrics.

### **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 the effective use of financial tools.

## **Key Achievements**

- Improved payment acceptance rates by 15–20% through monitoring and method optimization.
- Reduced transactional costs by 10% via analysis and strategic redistribution of payment volumes.
- Developed real-time dashboards, cutting manual reporting time by 50%.
- Assisted in integrating and testing 3+ new payment providers, ensuring seamless deployment.
- Created contingency plans for payment failures, ensuring uninterrupted customer transactions.
- Resolved escalated payment-related support requests, improving satisfaction and reducing resolution time by 30%.

## **Education**

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

Gretsa University