

# JAEL KISAKA

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## SUMMARY

Dedicated and detail-oriented Customer Service specialist with a reasonable period years of experience. Excel at prioritising, completing multiple tasks simultaneously and following through to achieve goals. Flexible and goal-oriented team player with expertise in scheduling, customer relationship management and document control. Dependable self-starter and forward-thinker.

## EXPERIENCE

08/2024 to Current

### Customer Service Representative

**Spectrum Network International** - Nairobi, Kenya

#### Debt Collection Officer

- Managed delinquent accounts, negotiated payment plans, and ensured timely debt recovery.
- Led a team of collectors, provided training, and improved recovery rates.
- Ensured compliance with legal and regulatory standards.

#### Debt Collection Specialist

- Contacted debtors, negotiated settlements, and exceeded collection targets.
- Conducted skip tracing to locate hard-to-reach debtors.
- Collaborated with legal teams on escalated cases.

#### Skip Tracer / Field Collection Agent

- Tracked down debtors using investigative techniques.
- Conducted field visits to facilitate payments and serve notices.
- Assisted in asset recovery and legal case preparation.

#### Key Skills

✓ Debt Recovery & Negotiation | ✓ Skip Tracing | ✓ Legal Compliance | ✓

Financial Analysis

Let me know if you need further refinements!

05/2022 to 08/2022

### IT Intern

**Huduma Centre** - Kitale, Kenya

- Participated in IT inventory management, tracking hardware and software assets effectively.
- Engaged with users to gather requirements for system enhancements, leading to improved functionality.
- Implemented backup procedures to safeguard critical data against loss or corruption.
- Supported the IT team in troubleshooting hardware and software issues, reducing downtime for staff.
- Assisted in managing user accounts and permissions, upholding strict access controls and privacy standards.
- Supported the configuration of mobile devices for business use, enhancing remote working capabilities.
- Assisted in the development and maintenance of software applications to improve operational efficiency.
- Streamlined reporting processes by automating data collection and analysis, saving significant man-hours.

- Implemented machine learning models to automate repetitive tasks and improve operational efficiency.
- Negotiated with vendors to secure software and services that enhanced data analysis capabilities.
- Optimised data storage solutions, resulting in improved system performance and reduced costs.

## SKILLS

- |  |                                    |
|--|------------------------------------|
| ✓ Programming                            | ✓ Multitasking & Time Management   |
| ✓ Database Management -SQL, MySQL        | ✓ Call Center Operations & Support |
| ✓ Cybersecurity & Data Protection        |                                    |
| ✓ Networking & IT Support                |                                    |
| ✓ Software Development & Debugging       |                                    |
| ✓ Web Development (HTML, CSS, )          |                                    |
| ✓ System Administration (Windows, Linux) |                                    |
| ✓ Effective Communication                |                                    |
| ✓ Conflict Resolution & Negotiation      |                                    |
| ✓ Problem-Solving & Decision-Making      |                                    |
| ✓ Handling Customer Complaints           |                                    |

## REFERENCE

Shadrack Chetambe.  
Huduma Centre  
0728353645.  
Joevines Jamal.  
Spectrum Network International.  
0721942950

## EDUCATION

- |             |  |
|-------------|--|
| <b>2024</b> | <b>Bachelor of Science:</b> Computer Science<br><b>The Cooperative University of Kenya</b> - Nairobi |
| <b>2019</b> | <b>Certificate of Higher Education</b><br><b>Kwanza Girls High School</b> - Kitale                   |

## HOBBIES AND INTERESTS

- Programming.
- Web development.
- Traveling.