

SAMUEL NJIRU NYAGA

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PROFESSIONAL PROFILE

A results-driven and customer-focused professional with over 9 years of experience in customer relationship management, market intelligence, product development and flight operations. Proven ability to build strong relationships with clients and stakeholders, resulting in high retention rates and business growth. Highly skilled in managing complex projects, enhancing operational efficiencies, and delivering exceptional customer service. Adept at working in high-pressure environments while consistently meeting or exceeding set objectives. Seeking to contribute my expertise to a dynamic organization while advancing my career.

KEY PROFESSIONAL SKILLS

- Customer Relationship Management (CRM) & Support
- Business Development & Market Research
- Sales & Revenue Growth
- Stakeholder Engagement & Negotiation
- Operational Efficiency & SLA Management
- Team Leadership & Training
- Product Development & Market Intelligence
- Process Optimization & Problem-Solving
- Multicultural Communication & Client Interaction
- Regulatory Compliance & Risk Management

PROFESSIONAL EXPERIENCE

QLICK AFRICA – NAIROBI, KENYA

Business Development Executive - Oct 2023 – Present

- Developed and executed strategic business plans, resulting in a 40% revenue increase within 6 months.
- Cultivated and maintained relationships with key stakeholders, improving client retention by 90%.
- Conducted market research and competitive analysis, leading to the successful launch of QlickBot, a new SaaS product.
- Collaborated with cross-functional teams, aligning business goals to drive project success and improve customer satisfaction.

AVENEWS KENYA – NAIROBI, KENYA

Trade Desk Officer - Feb 2023 – Aug 2023

- Managed key accounts, implementing corrective actions that led to a 15% improvement in operational performance.
- Conducted KYC checks for new and existing clients, ensuring compliance and reducing processing time by 20%.
- Audited trade operations, ensuring accuracy in contract terms and rates, reducing errors.
- Optimized client portfolios based on their risk appetite and objectives, leading to an 80% customer satisfaction rate.

- Negotiated loan bids and offers, achieving top performer status for four consecutive months, surpassing monthly targets by 25%.

BUSINESSCLAUD GROUP – NAIROBI, KENYA

Business Development Officer - Aug 2022 – Jan 2023

- Analysed customer portfolios, identifying new sales opportunities, contributing to increase in sales revenue.
- Built and maintained strong customer relationships, resulting to increase in repeat business.
- Negotiated project timelines and budgets, ensuring timely delivery and reducing costs.
- Collaborated with internal teams to enhance customer experience, improving customer satisfaction.

KOKO NETWORK – NAIROBI, KENYA

Customer Relationship Manager - Jan 2020 – Jun 2022

- Managed daily customer service operations, ensuring that SLAs were met consistently, improving service delivery efficiency by 20%.
- Trained and mentored a team of 30 members, improving team performance and reducing customer complaints by.
- Developed account plans, leading to a 20% increase in the customer base over 2 years.
- Utilized CRM software to track interactions, leading to improvement in service response times.
- Resolved customer complaints by offering customized solutions, maintaining high levels of client loyalty.

SWISSPORT KENYA – NAIROBI, KENYA

Customer Support Executive - Mar 2017 – Feb 2018

- Built collaborative partnerships with customers and internal teams, solving complex customer issues, ensuring satisfaction.
- Analysed customer feedback, resulting in improvements to service processes that boosted operational efficiency.
- Adhered to strict security standards to safeguard sensitive data, maintaining full regulatory compliance.
- Documented customer interactions in CRM, ensuring accuracy and consistency of service records.

RB CHINA ROAD AND BRIDGE CORPORATION KENYA – NAIROBI, KENYA

Administration Assistant - Apr 2013 – Nov 2015

- Assisted in the management of logistics, data entry, and inventory systems, increasing operational efficiency.
- Coordinated meetings and staff interviews, streamlining scheduling and reducing administrative delays.
- Managed business correspondence and liaised with key stakeholders (e.g., KRA, Treasury, Immigration), ensuring smooth operations.

QATAR AIRWAYS – DOHA, QATAR

Airport Service Agent - Feb 2011 – Sep 2012

- Provided check-in services, ensuring 97% on-time departures and smooth boarding for over 900 passengers daily.
- Assisted special needs passengers (e.g., elderly, minors), improving customer experience and embracing empathy.
- Ensured document accuracy and handled lost baggage cases, resolving 90% of claims within 24 hours.
- Maintained airport security protocols, handling escalated issues professionally and ensuring the safety of passengers.

EDUCATION AND PROFESSIONAL QUALIFICATIONS

Diploma in Business Administration (*Ongoing*)

Alison, Aug 2024 – Present

Certificate in Marketing Analytics

Great Learning, Jan 2024

Certificate in Customer Relationship Management

Great Learning, Oct 2023

Certificate in Operations Management

Great Learning, Oct 2023

Certificate in Cyber Forensics

Great Learning, Oct 2023

Diploma in Flight Dispatch/Operations Control

Nairobi Aviation College, Sep 2012 – Jun 2013

IATA Diploma in Air Cargo Services

International Air Transport Association (IATA), Apr 2010

Diploma in Dangerous Goods Regulations

Nairobi Aviation College, Feb 2009 – Sep 2009

PROFESSIONAL CERTIFICATIONS

- General Visa Application/ Operations Training – Dec 4-15/2015 (**TLScontact**)
- Data Entry Clerk/Customer Service Volunteer – Jun 29 – 1 Jul 2016 (**China Trade Week Kenya**)
- Environmental Health and Safety, Customer Service & Conflict Resolution, Aviation Security Awareness, Data Protection, Travel Document Checks (**Swissport Kenya, Jul 2021**)

TECHNICAL SKILLS

- **CRM Software:** Zoho, Slack, Salesforce, HubSpot, Zendesk

LANGUAGES

- **English/Swahili** (Professional proficiency, written and spoken)
- **Arabic** (Basic proficiency)

LICENSES

- **Kenya & International Driving Permit**, Classes B, C, E

REFEREES

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