

MINAYO ESERE

CUSTOMER SERVICE & COMPLIANCE SPECIALIST

CONTACT

info@mudeizi.dev
minayovi25@gmail.com
www.mudeizi.dev

PROFILE

Bilingual professional with a background in customer service, transcription, and software development. Skilled at resolving complex client issues with patience and precision, and over six years of remote experience ensuring accuracy, empathy, and reliability in all client-facing and policy-compliance work.

SKILLS

Client and customer relations
Policy & Compliance
Data Accuracy
Attention to Detail
Communication
Remote Work Discipline
Conflict Resolution
Bilingual(English, French)
Technical Tools

EDUCATION

Kenyatta University
2004-2008
B/ED French
(minor in Business Studies)

CERTIFICATIONS

- Software Engineering Certification (ALX Africa)
- Legal Transcription (Transcribe Anywhere)
- Google Ads Search Certification (in progress)

EXPERIENCE

Bilingual Customer Service Representative - Kenya Airways

2009-2018

- Delivered multilingual customer service for international passengers.
- Managed flight transfers, cancellations, and delays with professionalism and empathy.
- Resolved customer complaints and de-escalated high-stress situations.
- Trained and supervised new staff, ensuring adherence to company service standards.

Remote Transcription Work - HMLegal(Present), Rev, & AST

2018-2024

- Provide accurate legal transcription for depositions, hearings, and Examinations Under Oaths (HMLegal).
- Completed remote general transcription and translation projects for Rev and AST, consistently meeting deadlines and maintaining 98% accuracy.
- Interpret complex audio, apply client formatting guides, and ensure precision across legal, corporate, and technical materials.
- Developed advanced documentation skills and remote discipline while managing multiple projects independently.

TECHNICAL SKILLS

- Python, JavaScript, HTML, Tailwind CSS
- Flask, Jinja, MySQL, Figma.
- Git, GitHub, Bash, VS Code, WordPress, React.js (in progress)
- WordPress CMS
- SEO Optimization

Software & Web Development Experience

2023-Present

- Designed and deployed responsive websites for wellness, portfolio, and content-management use (Healthy Pantry KE, mudeizi.dev).
- Created responsive WordPress and static sites optimized for SEO and accessibility.
- Built interactive Python applications (e.g., Sudoku Mastermind, Temperature Converter, ContactVault) demonstrating problem-solving and UI logic.
- Applied HTML, CSS, JavaScript, and WordPress to build clean user interfaces and integrate SEO optimization.
- Managed hosting, version control, and maintenance through GitHub and WordPress CMS.