

# TIMOTHY OCHIENG

## Customer Support Representative

+254718117882

@ ochiengtim75@gmail.com

[www.linkedin.com/in/timothy-ochieng-](https://www.linkedin.com/in/timothy-ochieng-)

Nairobi

## EXPERIENCE

### Customer Care Associate

#### Copia Global

09/2023 - 05/2024 Remote

- Maintained a CSAT score of 90%, consistently receiving positive feedback for empathy, professionalism, and effective problem resolution.
- Resolved 85% of customer issues on the first interaction, minimizing repeat calls and enhancing customer satisfaction.
- Achieved a 25% success rate in upselling and cross-selling, using deep product knowledge to enhance customer interactions and increase revenue.

### Compliance and Risk Analyst

#### Sendwave international limited

08/2021 - 07/2023 Remote

- Reduced fraud cases by 15% through meticulous transaction and reporting
- Improved client onboarding efficiency by 25% by streamlining the onboarding process for individual customers and businesses
- Ensured regulatory compliance by conducting thorough KYC checks reducing compliance violations by 20%
- Enhanced user experience by identifying patterns in user feedback and implementing actionable suggestions resulting in a 10% improvement

### Customer Service Representative

#### Sendwave International Limited

08/2020 - 07/2021 Remote

- Improved customer satisfaction scores by 15% through proficient management of customer support
- Handled approximately 80 daily customer interactions across multiple channels ensuring prompt and accurate resolutions.
- Contributed to reducing call abandonment rates, ensuring callers received timely support with an abandonment rate under 6%.

### Customer Service Supervisor

#### Startimes Media Limited

05/2018 - 02/2020 Nairobi

- Boosted sales by 18% through effective planning and management of business hall activities
- Reduced staff onboarding time by 20% by training new staff on product awareness, customer service and sales practices
- Improved team performance metrics by 12% through regular evaluations and feedback

### Personal Assistant

#### Startimes Media

05/2016 - 04/2018 Nairobi

- Managed an inbox with 30 daily emails, responding to inquiries within 24 hours and ensuring a smooth flow of communication for the executive.
- Successfully handled a diverse range of tasks, consistently prioritizing urgent items and completing 95%+ of tasks ahead of deadlines.

### Call Centre Agent

#### Startimes Media Limited

11/2015 - 04/2016 Nairobi

- Successfully managed 65 calls/emails per day, efficiently handling high-volume inquiries while maintaining quality service.
- Responded to customer emails within 3 minutes, consistently meeting or exceeding company targets for timely email and chat responses.
- Maintained a low transfer rate of 2%, resolving the majority of customer issues independently and minimizing escalations.

### Front Office and Administration

#### Preferred Personnel Africa

12/2014 - 10/2015 Nairobi

- Contributed to a 22% increase in client retention by welcoming clients warmly and ascertaining their needs
- Ensured timely order processing and accurate invoicing by managing office supplies and reconciling customer accounts

## EDUCATION

Diploma in Customer Service

ICS Technical College

03/2014 - 09/2014    Nairobi, Kenya

## SUMMARY

Proactive and innovative professional with **8+ years** of experience in delivering exceptional customer service and comprehensive virtual assistance. Skilled in managing high-volume inquiries and providing tailored solutions that enhance client satisfaction. My expertise in leveraging technology streamlines operations, ensuring seamless communication and efficiency. Adept at building strong client relationships, I combine problem-solving abilities with a proactive approach to anticipate needs and exceed expectations. Committed to excellence, I thrive in fast-paced environments, consistently driving results through exceptional service and support.

## TRAINING / COURSES

Virtual Assistant

ALX Africa

AI Career Essentials

ALX Africa

## LANGUAGES

English

Proficient



## SKILLS

Growth Mindset		Communication	Task management	Prioritization	Confidentiality and Discretion	
Adaptability		Critical thinking	Customer Service	Microsoft Office Suite	Zendesk	Salesforce
Asana	Team Collaboration		Technical Proficiency			

## KEY ACHIEVEMENTS

 <b>Fraud Reduction Success</b> Reduced fraud cases by 15% through meticulous reporting.	 <b>Compliance Improvement</b> Reduced compliance violations by 20% via thorough checks.
--	--