

# **EDWARD ALLAN ODONDI**

Nairobi, Kenya | +254 705120562

Portfolio: <https://odondiedward.github.io/portfolio/>

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## **PROFESSIONAL SUMMARY**

Results-driven Customer Support Specialist with 4+ years of experience delivering exceptional service across telecommunications and financial services sectors. Managed customer interactions for over 3,000 clients while maintaining service records exceeding 5,000 entries with 99% accuracy. Proven expertise in multi-channel support (phone, email, and chat), conflict resolution, and achieving service quality metrics in high-volume remote environments.

## **CORE EXPERTISE**

Customer Support, Inbound Calls, Outbound Calls, Email Support, Chat Support, Live Chat, Order Tracking, Ticket Management, Case Resolution, Data Entry, CRM Systems, Zendesk, Quality Assurance, Handle Time, Conflict Resolution, Customer Retention, Remote Work, Multi-Channel Support, SaaS Support, eCommerce Support, Fintech Support, Healthcare Support, Travel Support, Startup Support.

## **EXPERIENCE**

### **Trade Development Representative**

Airtel Kenya | Nairobi, Kenya | October 2025 – January 2026

- Expanded retail partner network from 45 to 78 active dealers within 3 months by executing targeted onboarding campaigns and conducting 120+ field visits, directly increasing territorial sales coverage by 73%.
- Achieved 105% of monthly service targets consistently by facilitating SIM activations, airtime sales, data bundles, and mobile money transactions across the assigned territory.
- Reduced partner service issues by 40% through comprehensive training on product activation, transaction processing, and system navigation for 60 retail staff.
- Resolved critical partner service escalations within 24 hours through timely field and phone support, improving partner satisfaction scores and retention rates.
- Maintained accurate daily activity reports, sales documentation, and compliance records to support performance tracking and regulatory audits.

### **Call Centre Representative**

Tupande Call Centre | Nairobi, Kenya | March 2025 – September 2025

- Managed 80-100 inbound and outbound calls daily while maintaining an average handle time of 4.5 minutes and a customer satisfaction rating of 92%, exceeding department benchmarks by 7%.
- Increased successful repayment confirmations from 1,200 to 1,850 monthly cases by implementing professional follow-up protocols and respectful communication strategies.
- Improved first-call resolution rate by 25% through thorough inquiry assessment and adherence to service guidelines, reducing repeat contacts and customer frustration.
- Achieved 99.2% data accuracy rate by updating client records, pledges, and repayment details in real-time across the CRM platform, handling 5,000+ active accounts.
- Reduced unresolved escalations by identifying and escalating high-risk accounts within a 2-hour service window for supervisor intervention and specialized handling.

### **Customer Care Representative**

Litsa Credits Limited | Nairobi, Kenya | April 2023 – February 2025

- Increased monthly customer onboarding from 85 to 142 completed applications by streamlining registration guidance, documentation processes, and loan application support.
- Boosted customer acquisition volume by conducting 200+ weekly outreach calls and follow-up communications across assigned territories, converting 35% of prospects to active clients.
- Enhanced repayment collection rate from 68% to 82% within 6 months by coordinating effectively with collections teams on 300+ overdue accounts monthly.
- Maintained comprehensive records of client interactions, applications, and service outcomes with zero compliance violations during internal audits.
- Delivered structured daily and weekly service reports to management, providing insights on customer trends, common issues, and process improvement opportunities.

### **Sales Representative**

Safaricom PLC | Nairobi, Kenya | January 2022 – December 2023

- Delivered customer-facing sales and support for airtime, SIM cards, mobile money, data bundles, and devices, processing 50-70 transactions daily with 98% accuracy.
- Registered and activated 1,200 new customers annually in full compliance with KYC and regulatory requirements, maintaining zero compliance infractions.
- Achieved 90% same-day resolution rate by addressing customer inquiries and complaints promptly, supporting retention and positive brand perception.
- Executed market activations and promotional campaigns that expanded customer base by 15% in assigned territory through targeted outreach.

## **EDUCATION & TRAINING**

### **Bachelor of Science in Statistics**

Jomo Kenyatta University of Agriculture and Technology | 2017 – 2022

### **Development Economics for Sub-Saharan Africa**

UKAID – Institute of Labour Economics | 2021

### **No-Code / Low-Code AI Automation Training Bootcamp**

Loubby AI | 2025

## **TECHNICAL SKILLS**

Customer Support, Call Handling, Inbound Calling, Outbound Calling, Email Support, Chat Support, Live Chat, Order Tracking, Ticket Systems, Case Management, Zendesk, Freshdesk, CRM Systems, Salesforce, Data Entry, Quality Assurance, Handle Time, Average Speed, First Call Resolution, Customer Satisfaction, Net Promoter Score, Issue Resolution, Conflict Resolution, De-escalation Techniques, Customer Retention, Churn Reduction, Remote Support, Multi-Channel Support, eCommerce Support, Fintech Support, Healthcare Support, Subscription Management, User Onboarding.

## **REFERENCES**

Available upon request\*\*