

Prudence Oyando

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OBJECTIVE

To secure a position where I can apply my diverse experience in sales, and customer.

Services, utilizing my strong communication, attention to detail, and problem-solving abilities.

Aim to contribute to a team-driven environment, improve customer satisfaction, and support

Business operations through efficient data management and a customer-focused approach.

While continually developing my professional skills and achieving company goals.

Experience

Data Entry Clerk

February 2024-August 2024

- Updated and maintained customer information, documents and records.
- Analyzed current data records to provide detailed reports.
- Compared transcribed data with source document to detect and correct errors.
- Created spreadsheets for more efficient recordkeeping.
- Followed data entry protocols, rules and regulations.
- Managed and organized documents for data entry tasks.

Sales Representative Team Leader – Telesales

Safaricom plc

November 2021-December 2023

- As a telesales representative agent, i involved both outbound and inbound telesales to
- potential or existing customers by proactively calling potential customers to sell products or
- services, while responding to customer inquiries and convert them into sales opportunities.
- Followed lead lists, conducting cold calls, or reach out to past clients.
- Introduced products, while persuading customers to buy, upsell, or close sales.
- Handled qualification, identifying prospects most likely to purchase.
- Responded to questions, resolving issues, and converting interest into sales.
- Managed customer queries and offering cross-sells or upsells where relevant.
- Organized monthly sales meetings to review progress, set goals, and discuss areas for
- improvement among the team members.
- Increased sales revenue by implementing strategic marketing plans

Sales Agent Executive

Madison Insurance Company

July 2020-November 2021

- Expanded customer base through cold calling, networking, and relationship building.
- Increased sales revenue by identifying and targeting high-potential accounts.
- Generated additional sales opportunities with upselling and cross-selling techniques.
- Collaborated with marketing to create impactful promotional materials for increased brand awareness.
- Identified new business opportunities through cold calling, networking.

Customer service representative

Gladlife ltd

October 2019-January 2020

- Responded to customer requests for products, services, and company information.
- Maintained detailed records of customer interactions, ensuring proper follow-up and
- Resolution of issues.
- Developed rapport with customers through active listening skills, leading to higher
- Retention rates and positive feedback from clients.

Receptionist

Orghil Restaurant

February 2019-August 2019

- Providing excellent wait service and ensuring customer satisfaction.
- Phone, email and general correspondence.
- Transferring calls when necessary.
- Taking and ensuring that messages are passed to the appropriate member of staff in

Kids Attendant

Panari Resort

September 2018-November 2018

- Maintaining clean toys and equipments.
- Safe guarding the children.
- Kids Attendant
- Voyager Beach Resort
- Engaging children different activities.
- Ensuring their safety.

Intern

Kenya Ports Authority

January 2018-April 2018

- Local markets – Containerised imports.
- Emerging markets
- Clonal and Firelands

EDUCATION

2016-2020

JOMMO KENYATTA UNIVERSITY

Bachelor's degree in Human Resource Management

SKILLS

Problem-Solving

- Able to debug and resolve backend issues efficiently using structured logic and root cause analysis.
- Experience solving business problems through data-driven backend solutions.

2.Communication

- Skilled at explaining technical concepts to non-technical stakeholders.
- Experienced in cross-functional communication between developers, product teams, and clients.

3.Time Management

- Capable of managing multiple development tasks while meeting tight deadlines.

REFERENCE

Racheal Achieng- Area sales manager at Safaricom

0724369941

Rita Atieno -Manager at claydel

0717920128

