

# Monnie Achieng

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0704463629

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## WORK EXPERIENCE

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### IPSOS KENYA

#### CATI Interviewer & Team Lead

**2017- Present**

*Nairobi, Kenya.*

- Conducting Telephone Interviews: Utilized CATI software to conduct structured interviews with survey respondents according to research protocols and guidelines.
- Quality Assurance: Ensured accuracy and consistency in data collection by adhering to standardized interviewing techniques and monitoring interview processes.
- Training and Supervision: Provided comprehensive training to new interviewers on CATI systems, survey protocols, and interview techniques. Supervised a team of [number] interviewers, ensuring adherence to project time lines and quality standards.
- Data Management: Managed and organized large volumes of survey data, ensuring completeness and accuracy for analysis purposes.
- Client Interaction: Communicated effectively with clients to understand project requirements, provide progress updates, and address any concerns or issues.
- Problem Solving: Identified and resolved technical issues related to CATI systems or interview protocols, ensuring smooth project operations.

#### **Achievements:**

- Leadership Excellence: Successfully led a team of interviewers, fostering a collaborative and productive work environment. Received positive feedback from supervisors and clients for outstanding team performance.
- Efficiency Improvement: Implemented process improvements in data collection and management, resulting in increased efficiency and reduced project turnaround times.
- Quality Assurance Recognition: Received commendation for maintaining high standards of data quality and accuracy throughout the project life cycle.
- Client Satisfaction: Demonstrated exceptional client service by consistently delivering accurate and timely survey results, exceeding client expectations.

### IPSOS KENYA

#### FIELD INTERVIEWER

**January 2020 - Present**

**Nairobi**

Conducted face-to-face interviews, ensuring protocol adherence.

Administered surveys, recorded responses accurately.

Recruited participants, achieving high rates.

Collaborated with clients, providing updates.

***Achievements:***

Achieved high participation rates.  
Completed interviews within deadlines.  
Recognized for data quality.  
Established community relationships

**RKO ADVOCATES****CALL CENTRE AGENT****June 2022- February 2023****REMOTE**

- Successfully managed inbound and outbound calls, resolving issues promptly.
- Met call handling targets consistently, earning positive client feedback.
- Contributed to team success through effective communication and adaptability in a remote setting.

**EDUCATION**

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**Zetech University***Diploma in Business Management and Administration- Ongoing***CERTIFICATIONS, SKILLS & INTERESTS**

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- **Skills :**
  - i. Communication Skills: Ability to effectively communicate with survey respondents, team members, clients, and customers both verbally and in writing.
  - ii. Interpersonal Skills: Capable of building rapport, establishing trust, and engaging with diverse individuals from various backgrounds.
  - iii. Problem-Solving: Proficiency in identifying issues, analyzing situations, and implementing solutions to address challenges encountered during interviews or client interactions.
  - iv. Time Management: Skill in managing time effectively to meet project deadlines, handle multiple tasks simultaneously, and prioritize tasks efficiently.
  - v. Data Management: Experience in accurately recording and managing large volumes of survey data or client information while ensuring confidentiality and compliance with data protection regulations.
  - vi. Customer Service: Ability to provide exceptional customer service by addressing client inquiries, resolving issues, and ensuring client satisfaction in both face-to-face and remote settings.
  - vii. Leadership: Experience in supervising and leading a team of interviewers or collaborating with colleagues to achieve common goals and deliver high-quality results.
  - viii. Adaptability: Flexibility to adapt to different work environments, including remote work settings, and willingness to learn new technologies or methodologies as needed.
- **Interests:** Coding, Community Development.
- **Certifications-** Research club of Africa