

# IRENE MOKEIRA OMAIYO

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📍 Nairobi, Kenya

♀ Female

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🇰🇪 Kenyan

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## PROFILE

"Greetings! I'm an enthusiastic customer service professional with a knack for turning words into delightful customer experiences. With a proven track record of fostering smiles and solving challenges, I bring a fusion of exceptional writing skills and a passion for interaction to your team. Having successfully managed diverse customer inquiries, from the quirky to the complex, my remote experience has sharpened my ability to communicate with warmth and clarity across digital channels. I pride myself on creating engaging, empathetic, and solution-oriented conversations that leave customers satisfied and genuinely delighted. My journey of assisting others has led me here, excited to contribute my unique blend of professionalism and fun to your dynamic team!"

## PROFESSIONAL EXPERIENCE

2021/07 – 2024/03  
NAIROBI, KENYA

### CUSTOMER SUPPORT AND DATA EXTRACTION (ONSITE AND REMOTE ROLE)

*Teleperformance* 🌐

#### Key Responsibilities as a Data Associate.

- Maintaining detailed records of customer interactions, transactions, and feedback. Collaborating with colleagues for seamless support and issue resolution, contributing to effective team communication through drafting status reports.
- Efficient data collection through extraction, and validation.
- Database management and maintenance using Excel.

#### Key Responsibilities as a Customer Support Representative.

- Effective Communication: Managing a high volume of customer contacts, including emails, inbound and outbound calls, and tickets on Zendesk. Respond promptly and maintain a positive and professional demeanor.
- Knowledge Base Enhancement: Playing a key role in improving FAQs and internal knowledge base by suggesting edits, additions, and updates based on insights from customer interactions. Contributing to the enhancement of self-service resources, ensuring customers have access to accurate and relevant information.
- Customer-Centric Product Enhancement: Collaborating cross-functionally to convey customer suggestions, aiming to enhance user experience and overall satisfaction.
- Process Improvement and Efficiency: Developing innovative ideas to optimize the quality and efficiency of the customer service operation, with a focus on continuous improvement.
- Issue Resolution and Problem-Solving: Achieving an exceptional 85% first-contact resolution rate, adeptly addressing customer needs and concerns with accuracy and professionalism. Utilizing specialized systems and procedures to investigate and resolve customer inquiries, contributing to a significant reduction in resolution time.
- Collaborative Partnerships: Fostering seamless collaboration with internal departments, field managers, and external partners, improving service request resolution and effective action plans.
- Working discreetly with information, maintaining confidentiality with all information in the organization.

2019/06 – 2020/02  
NAIROBI, KENYA

### ADMINISTRATIVE CLERK

*Safaricom PLC - Mmc Asafo* 🌐

- Provided crucial administrative support to project managers, contributing to the seamless execution of projects and enhancing overall efficiency.

- Managed high call and email volumes, handling an average of 60 to 70 inquiries daily, recording accurate messages, and achieving a 95% follow-up rate within 24 hours.
- Maintained meticulous manual and electronic filing and information systems, ensuring a readily accessible database that improved data retrieval time.
- Produced detailed analyses and reports using Excel, facilitating informed decision-making and streamlining reporting processes, resulting in a reduction in reporting time.
- Executed precise data entry and database auditing activities, contributing to error-free data management and enabling smooth day-to-day operations.
- Successfully coordinated meeting rooms and agendas for team members, enhancing meeting efficiency and optimizing utilization.
- Displayed a professional and welcoming demeanor while greeting visitors, recording accurate personal information, and directing them to the appropriate departments, creating a positive first impression for the company.
- Expedited communication flow by promptly forwarding letters, packages, and incoming correspondence to staff and departments, ensuring efficient distribution without any delays.
- Managed and handled the calendars of committees, made travel arrangements, and coordinated schedules to ensure ease in their delivery of the project.

2016/05 – 2019/06  
Nairobi, Kenya

#### **ACCOUNTS CLERK**

*Welkan 48 travellers sacco*

##### **Transport Finance Support**

- Assisted in preparing transport-specific financial reports and allocating funds for emergencies
- Provided member support, collaborating on resolving vehicle-related issues for smooth financial operations.
- Managed and reconciled petty cash transactions with an acute eye for detail.
- Facilitated savings and loan transactions, emphasizing emergency funds, vehicle check-ups, and member needs. Generated precise invoices for timely loan disbursements.

##### **Vendor and Service Manager:**

- Managed relationships with vendors for vehicle check-ups and maintenance. Verified and processed invoices, ensuring proper authorization and accuracy.

##### **Payment & Reconciliation Expert:**

- Tracked member payments, addressing overdue payments, especially for vehicle loans and maintenance. Reconciled financial records, including bank statements, ensuring accuracy.

## **SKILLS**

### **EFFECTIVE COMMUNICATION**



**G Suite: Experience utilizing G Suite applications (Gmail, Google Docs, Google Sheets, Google Drive, etc.) for efficient communication, collaboration, and organization.**

**Communication and Collaboration**

**Regulatory Compliance**

**Dedication and honesty**

**Ability to learn and adapt quickly**

**C1 English Proficiency**

### **MICROSOFT EXCEL AND WORD**



#### **Organizational Skills**

Strong time management, task prioritization, and the ability to maintain an organized workspace and schedule.

#### **Organizational Skills**

**Attention to details**

**Effective Communication**

**Resilience under pressure and multitasking.**

## EDUCATION

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2012/09 – 2015/12 KISII, KENYA	<b>BACHELOR OF COMMERCE</b> <i>KISII UNIVERSITY</i> <a href="#">↗</a> Specializing in Finance and Banking
2008 – 2011 NAIROBI, KENYA	<b>KENYA CERTIFICATE OF SECONDARY EDUCATION</b> <i>TALA GIRLS HIGH SCHOOL</i> B-

## Courses

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2023/11	<b>Google Calender</b> <a href="#">↗</a> <i>Simplilearn</i> Learning industry-aligned skills of Cloud Computing. I am well-versed in; Scheduling meetings. Inviting guests. Facilitating video conferences with Google Meet and integrating Google Calendar with other Workspace applications. Proficient in advanced features such as scheduling recurring events and resource optimization. I am ready to elevate organizational efficiency and streamline your calendar management needs.
2023/12	<b>Gorgias (Shopify)</b> <a href="#">↗</a> <i>Gorgias Academy</i>
2023/12	<b>Gorgias(Bigcommerce)</b> <a href="#">↗</a> <i>Gorgias Academy</i>
2024/03	<b>Data Analyst 101: Excel Formulas &amp; Functions</b> <a href="#">↗</a> <i>Simplilearn</i> I excel in handling projects that demand mathematical prowess, character text manipulation, advanced functions, SUMIF() and COUNTIF() wizardry, mastery over date and time functions, and the finesse to navigate financial complexities.

## LANGUAGES

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- English
- Swahili

## ORGANIZATIONS

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2019 – present Narok Town, Kenya	<b>IMANI HOME OF LOVE</b> <a href="#">↗</a> <i>Care giver and Mentor</i> Committed to providing guidance, motivation, emotional support, and role modeling, to the young girls at the orphanage.
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## REFERENCES

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**JOB OMANGA**, *Operations Manager*, Majorel Kenya Limited  
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**OLIVER DUNDO**, *Legal Advisor*, Lean Africa Consultants  
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