

NOAH MOGIRE OMBOGO
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Religion: Christian (Seventh-Day Adventist)

PROFILE SUMMARY

Noah is a young man who is God fearing, self- driven and dedicated in whatever he is doing. My career objectives are to enhance a culture of excellence in my endeavors with readiness to face a challenging position in the service industry that will benefit from my knowledge, skills, capabilities and contributions: an opportunity that will enhance my personal growth in effectiveness and efficiency wherever I serve; always ready to learn and embrace change where applicable.

I seek to work in a challenging and dynamic environment, where I am able to exploit my potential fully with an opportunity to continually grow and deliver beyond expectation.

EDUCATIONAL QUALIFICATION

Moi University: **2014 - 2 018**

Course: **Bachelor's degree in Tourism Management**

Score: **2nd Class Upper Division**

KCSE- St. Michaels Secondary School-Mean Grade: **B+ Year: 2013**

Other training certificates

- Diploma in Customer Service – Alison, February 2023
- The Fundamentals of Digital Marketing Certification – Google Digital Garage, January 2023
- Online Certificate of Completion MEAL DPro; Monitoring, Evaluation, Accountability and Learning – Humanitarian Leadership Academy, Humentum, Catholic Relief Services September 2022
- A Badge to FIELD Introduction to MEAL; Monitoring, Evaluation, Accountability and Learning – Save the Children August 2022
- TRREE Research Ethics Certificate 2019
- Certificate of merit in the SPSS software – 2015
- Certificate in Introduction to Information Technology- East Africa Vision Institute 2015

PERSONAL ATTRIBUTES AND SKILLS

- ❖ God fearing and principled
- ❖ Honest and trustworthy
- ❖ Responsible and self-driven
- ❖ Orderly and time conscious
- ❖ Good communication and interpersonal skills
- ❖ Public and customer relation skills
- ❖ Proficient in computer application packages

WORK EXPERIENCE

Feb 2023 – Present; Customer Experience Executive, Apollo Agriculture

General Duties

- Communicating with clients about their experience with our products and services receiving complaints and offering solutions.
- Manage a large amount of inbound and outbound calls through Jitsi and Xivo Client softwares in a timely, polite and informative manner and recording interactions.
- Identify, initiate, build and maintain customer relations to achieve conversion and push sales focusing on surpassing the targets.

August 2022 – Feb 2023; Call Center Agent, Lightline Research

General Duties

- Computer Aided Telephone Interviewing
- Ensure good professional telephone etiquettes while opening and closing a call.
- Get informed consent before the respondents can take part in an interview.
- Make large amounts of outbound calls.

February 2020-August 2022; Sales and Marketing of Phytotherapeutical products and Spiritual Literature, Baruch's Organics

General Duties

- Presenting company products to potential and existing customers and persuading them to make purchases.
- Identifying new opportunities to increase product sales.
- Investigating and resolving customer complaints.
- Strategically negotiating the terms of sale with customers to close sales.
- Making deliveries

February 2019-Aug.2019; Internship, Eldoret Adventist Guest House.

General Duties

❖ Purchasing Clerk

- Evaluate and facilitate approval on all purchase orders through signing vouchers.
- Monitor and evaluate all purchase order claims and ensure compliance to all company regulations.
- Coordinate with suppliers to maintain optimal product quality and recommend improvements to all pricing.
- Review all purchase specifications and issue appropriate bids to all suppliers.
- Establishing a system of traceable stock record keeping
- Purchasing items from the market to restock and issuing items to various departments

July 2017 - September 2017; Attachment, Hotel Aturuan

❖ Front Office

- Handling customer inquiries
- Receiving, welcoming and checking in guests
- Marketing the organization facilities
- Replying clients emails
- Developing working relations with the guests.

❖ **Stores**

- Keeping the store tidy and well arranged
- Receiving items from suppliers and confirming their quantity
- Issuing items to the departments that have made a requisition
- Posting to the system the received and issued items

April 2016 - August 2016; Kitale National Museum

❖ **Museum Educator:**

- Inform and familiarize visitors with the items, history, and backgrounds of certain exhibits.
- Providing guided tours.
- Publishing information on the museum's website to expand online educational resources.
- Doing research for the museum and write pamphlets for certain exhibits or galleries.

HOBBIES

- Poetry writing
- Nature viewing
- Skating

REFEREES

Please feel free to contact the below listed referees:

Mr. Gideon kurui

Accountant

Eldoret Adventist Guest House

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MEAL Officer Yemen

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