

Regnius Owuor Odhiambo

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Professional Summary

Highly motivated customer service professional with expertise in retail operations, customer relations, and team leadership. Strong skills in conflict resolution, problem-solving, and digital marketing. Dedicated to delivering excellent customer service while optimizing business performance.

Work Experience

Retail Customer Care Senior Executive

M-KOPA | Mar 2024 – Present

- Lead customer experience initiatives and ensure high service quality.
- Manage daily operations and oversee team performance.
- Train and mentor Retail Customer Care Executives.
- Ensure adherence to company policies and safety standards.

Customer Care Executive

M-KOPA | Dec 2022 – Apr 2024

- Delivered superior customer service and resolved escalations.
- Assisted sales teams in engaging customers and improving operations.
- Maintained a safe and professional workspace.

Customer Care Escalation Agent

M-KOPA | May 2020 – Dec 2022

- Managed escalated customer complaints with effective resolutions.
- Monitored customer feedback and implemented service enhancements.

Customer Care Representative

M-KOPA Solar Limited | May 2018 – May 2020

- Addressed customer inquiries and provided tailored product solutions.

Housekeeper

Besure Cleaning Service | May 2016 – Apr 2018

- Ensured efficient and high-quality housekeeping services.

Security Guard

Priority Security Guard Company | Mar 2015 – Jan 2016

- Maintained security and enforced safety protocols.
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Education

Certificate in Tech Entrepreneurship

Trinity Education | Jan 2015 – Dec 2018

- Specialized in digital marketing, business strategy, and financial accounting.

Fundamentals of Digital Marketing

Google | Oct 2019

Principles of Microeconomics

Saylor Academy | May 2016

Kenya Certificate of Secondary Education

St. Paul Orthodox High School | Aug 2010 – Aug 2013

Kenya Certificate of Primary Education

Riruta Jubilee Primary School | Aug 2000 – Aug 2009

Certifications

 **Chartered Financial Analyst (CFA)** | Mar 2022

 **Marketing Certifications (Digital Marketing, Analytics, Social Media Marketing)** | 2019 - 2021

Key Skills

- ✓ Customer Service & Relations
 - ✓ Team Leadership & Coaching
 - ✓ Digital Marketing & Social Media Management
 - ✓ Conflict Resolution & Problem-Solving
 - ✓ Business Strategy & Financial Planning
 - ✓ CRM Systems & Call Center Operations
 - ✓ Microsoft Office (Word, Excel, Outlook)
 - ✓ Web Development (WordPress, HTML, CSS)
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Languages

 **English:** Fluent

 **Swahili:** Fluent

Hobbies & Interests

 **Traveling**

 **Reading**

 **Writing Songs & Poems**

References

 **Fabien Nkurunziza**

Religious Leader | Kabiria Church of Nazarene

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 **Levi Ngome**

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