

# 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.

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## 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*

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## Certifications

- ❑ Chartered Financial Analyst (CFA) | Mar 2022
  - ❑ Marketing Certifications (Digital Marketing, Analytics, Social Media Marketing) | 2019 - 2021
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## 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
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## Hobbies & Interests

- ↗ Traveling
  - ❑ Reading
  - ↗ Writing Songs & Poems
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## References

- ❑ **Fabien Nkurunziza**  
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 **Levi Ngome**

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