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EDWARD MOKUA NYANG'AU

Administration Expert, Customer Service, Travel Consultant and a Professional Procurement Officer.

PROFILE

A dedicated Business Partner and Consultant with fast-growing entrepreneurial experience. I have a proven track record of ensuring timely and secure order fulfillment, maintaining high levels of customer service, and driving profit-based sales targets. I am skilled in office management, mentoring, and maintaining confidentiality with a wide range of skills including customer relationship management, financial data analysis, social media marketing, and procurement management. Adept at coordinating operational and administrative tasks, with a strong focus on quality control and performance management.

I have been recognized for excellent sales performance and maintaining strong client relationships. Committed to delivering exceptional service, adapting to market trends, and implementing effective business strategies.

ACTIVITIES AND INTERESTS

- Swimming
- Bird-Watching
- Travel
- Great food
- Football

WORK EXPERIENCE

Business Partner/Customer Service Representative/Delivery Rider,
Sendy, UberEats, Quatrix and Bolt Food | Nairobi, Kenya
2020 - Present

- Coordinate and assist with training new riders by sharing expertise on best practices and safe riding techniques, fostering a supportive team environment.
- Ensure customers are satisfied through timely pickup and delivery of items, guaranteeing orders arrived in excellent condition.
- Handle cash transactions accurately, ensuring proper payment for services rendered while maintaining financial accountability.
- Follow all traffic regulations diligently, minimizing accidents and upholding the company's reputation for safe transportation services.

KEY SKILLS

- Excellent listener
- Friendly, courteous, & service oriented
- Poised under pressure
- Staff training & coaching
- Solid written & verbal communicator
- Cash/Bank handling & reconciliation skills
- Time Management
- Coordination
- Report Writing
- Skyspeed & Navitaire Knowledge
- Record Management
- Inventory Management
- Sales and Marketing
- Organizational values
- Adaptability
- Negotiation
- Problem-Solving
- Strategic Planning
- Corporate Communications
- Administrative management
- Key client relationships
- Customer relationship building
- Business development
- Performance analysis
- Vendor management
- Provide excellent customer service both in-person and over the phone, fostering a positive reputation with clients for the Company.
- Coordinate seamlessly with local businesses to pick up orders accurately and deliver them to customers within expected time frames, boosting overall satisfaction rates.
- Navigate efficiently using GPS systems, resulting in faster deliveries and an increased number of completed tasks per shift.
- Communicate proactively with customers regarding potential delays or changes in delivery status, preserving positive client relationships.
- Exhibit exceptional time management skills when juggling multiple deliveries during peak hours, effectively prioritizing tasks to meet deadlines.
- Build strong relationships with clientele by providing friendly service and attentively addressing concerns or inquiries.
- Streamline operations by utilizing smartphone apps designed specifically for riders, improving overall performance metrics within the role.

Tour and Travel Consultant,

Victoria Port tour and Travel Agency | Nairobi, Kenya

2019 - Present

- Work closely with clients to understand unique needs and meet specific travel desires.
- Maintain accurate records of bookings, payments, and client information for smooth operations and future reference.
- Keep abreast of all airline rules, regulatory requirements and industry standards when scheduling travel arrangements.
- Negotiated with vendors to secure competitive rates, resulting in cost-effective travel options for clients.
- Educate clients on destination-specific considerations such as customs regulations, local attractions, or cultural norms to enhance their overall experience abroad.
- Handled sensitive information with professionalism and discretion.
- Addressed unforeseen challenges during trips by coordinating alternative arrangements or providing support as needed.
- Increase repeat business by providing outstanding customer service and addressing client concerns promptly.
- Consistently fostered business growth by delivering first-rate travel advising and itineraries to develop valuable client relationships.

Customer Relations Representative/Airline Ticket Agent,

Jambo Jet Airline | Kisumu, Kenya

2014 - 2021

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- Provided accurate information about Jambo Jet promotions, customer programs, and products, helping drive high customer retention.
 - Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
 - Used consultative sales techniques to understand customer needs and recommend relevant products and services.
 - Built long-term, loyal customer relations by providing top-notch service and detailed order, account, and service information.
 - Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.
 - Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
 - Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
 - Contributed subject matter expertise to monthly team meetings, recommending process improvements for entire department.
 - Contributed to achieving sales goals by providing exceptional support during pre-sale consultations and post-sale follow-up activities.
 - Handled high-pressure situations calmly, ensuring positive outcomes for both the client and the business.
 - Developed rapport with customers by maintaining clear communication lines, fostering trust, and demonstrating empathy.
 - Implemented effective upselling techniques by identifying opportunities within existing customer interactions, leading to increased revenue generation.
 - Educated customers about billing, payment processing and support policies and procedures.
 - Promptly responded to inquiries and requests from prospective customers.

Warehouse Associate,

Norbrook Laboratories (K) Ltd | Nairobi, Kenya

2014 - 2021

- Receives material coming into the building by vendors, customers, or other warehouses accurately and promptly.
- Perform stores maintenance checks, such as filling invoices/ delivery notes/ issuance notes/ vendor notes, cleaning exterior and interior, etc.
- Coordinating Cash purchases
- Consistently met or exceeded productivity targets while maintaining high standards for quality and safety.

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- Collaborated with team members to achieve daily targets and complete tasks efficiently.
 - Enhanced customer satisfaction through timely shipment of orders, ensuring proper packaging and labeling.
 - Assisted with reorganizing storage areas to accommodate changes in demand patterns or product offerings.
 - Loaded, unloaded, and moved material to and from storage and production areas.
 - Strapped items down over protective padding to secure throughout transportation.
 - Verified documentation and condition of freight to assure quality standards were achieved, ensuring no discrepancies were logged.

Due to displaying adaptability by taking on various roles within the warehouse as needed, including receiving, shipping, or inventory control duties, I was added more responsibilities and promoted to being a team leader.

EDUCATION

BBM (Purchasing Option),

Masinde Muliro University (MMUST) Kakamega,
08/2005 - 04/2010

Kenya Certificate of Sec. Education,

Cardinal Otunga High School - Kisii,
2001 - 2004

Kenya Certificate of Pri. Education,

St. Mary' s Mosoch Pri. School - Kisii,
1997 - 2000

VOLUNTEERING/INTERNSHIP ATTACHMENT

June 2009 –Aug 2009 (Procurement)

Intern, Ministry of Home Affairs & Office of the President, Prisons Department, Nairobi - Kenya.

July 2008 –Aug 2008-(Procurement)

Intern, Kenya Sugar Research Foundation (KESREF) Finance & Procurement Department, Kisumu - Kenya.

May 2007 –July 2007-(Human Resource)

Intern, City Council of Nairobi, Human Resource Department, Nairobi - Kenya.

LEADERSHIP ROLES

- A registered member of the Chartered ☐ Institute of Purchasing & Supplies (CIPS)
- A registered member of Kenya Institute of Supplies Management (KISM)
- An active member of the Wildlife Club of Kenya between 2001 -2004

WORKSHOPS AND PARTICIPATORY TRAINING

- Certificate for Participation by Rontech Consultancy Firm; “Attendance and participation on a Proposal Writing” Seminar at Masinde Muliro University of Science & Technology from 3rd - 6th February 2009.
- Participated in Busia Cross Border Exhibition in Feb 2009.
- Training on Aviation Security and Customer Care Service by Kenya Airways at Pride Center.
- Participated in Getaway Expo at Sarit Centre with Benson Kamau representing Jambo Jet Ltd 2015.

REFERENCES

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