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**AKENG'O EDWIN ONG'AYI**

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**ID Number: 32908297**

**Marital Status: Married**

**Gender: Male**

## **PROFILE**

Mr..Akeng'o Edwin Ong'ayi is a determined Kenyan whose aim is to find a challenging position to meet his competencies, capabilities, skills, education and experience with a high level of professionalism. While possessing the key skills as far as his qualification is concerned, he is seeking an opportunity to utilize the extensive experience in an electrical, electronics, telecommunication, information and communication firm that offers growth and increasing responsibilities in the society. This is in a manner in as far as any general world's vision is concerned, for the good of the people and the environment. The Kenya's vision of 2030 has become the main motivation to make him achieve the greatest of all the greatest. I am also a team player who is committed to learning, excellence, ethics and people, also an excellent communicator with great interest in technology innovations, branding and communications for Business and passion for community service and positive change.

## **CAREER OBJECTIVES**

To develop my skills in an organization or institution that offers both challenge as well as opportunity for personal initiative and career advancement, leading up to a position of responsibility as a result of giving service to the society with remarkable performance.

## **DREAM**

To work with creativity and initiative through team work and deliver my best in terms of output with full readiness to adopt and learn new skills in a dynamic and competitive educational environment.

## **GOALS**

My immediate goal is to interact fully and work with the large society, growth-oriented organization or institutions dealing with people from all walks of life and eventually leaving a more efficient organization and united people.

## **WORK EXPERIENCE**

### ***January 2016 to August 2016: Teacher (Support Staff)***

Super Educational Centre at Baba Dogo in Nairobi- Mathematics and Computer Science Teacher

## **ACHIEVEMENTS:**

\*Introduced several significant changes in the Christian Union such as sharing of Bible Verses at every assembly time.

\*Managed to improve the mean score of Chemistry from 3.34 to 5.2 (for form four class)

\*Managed to strengthen inter-class competition, through setting the internal exams.

**May 2017 to September 2017: Customer Service Provider.**

**~Kenya Women Enterprise Fund (Homabay)**

**Skills Acquired;**

- ❖ Communication Skills.
- ❖ Teamwork and Collaboration.
- ❖ Professionalism and strong work ethic.
- ❖ Critical thinking and problem solving.

**April 2018 to September 2018: Debt Collector and Recovery Agent and Data Analysis Clerk**

**~ Keysian Auctioneers.**

**Duties.**

- Keep tracking outstanding debts.
- Plan course of action to recover owed money.
- Locate and contact debtors.
- Negotiate payoff deadlines and payment plans.
- Handle customers' questions or complaints.
- Identify gaps in the system and recommend solutions.
- Build trust with debtors.

**Achievements:**

- Managed to achieve speedy and efficient collection records.
- Managed to track unclaimed debts and long-term debtors.
- Created a positive rapport with customers in financial hardship.

**Skills Acquired;**

- Communication Skills.
- Teamwork and Collaboration.
- Professionalism and strong work ethic.
- Critical thinking and problem solving.

**Abilities Achieved:**

- Ability to solve problem.
- Ability to coordinate team work.
- How to communicate with people.
- Perseverance and motivation
- Confidence

**March 2019 to January 2022:**

**SUPERVISOR**

**QUALITY PORK CENTRE**

**Duties:**

- Maintain quality control for all food served
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.
- Oversee all front and back of the house restaurant operations.

**Achievements:**

- Streamlined confidentiality and legal compliance with the policies.
- Speedy and efficient service to a customer.
- Positive rapport with customers.
- Tracking and finding a long lasting to claims raised by customers.

**Skills Acquired:**

- Communication Skills.
- Teamwork and Collaboration.
- Professionalism and strong work ethic.
- Critical thinking and problem solving.

**Abilities Achieved:**

- Ability to solve problem.
- Ability to coordinate team work.
- How to communicate with people.
- Perseverance and motivation
- Confidence
- Negotiation and persuasion.

**EDUCATION**

July 2015 to December 2020

B.Sc. in Mathematics and Computer Science (2nd Class Honors Lower Division)

Kirinyaga University

Kirinyaga, Kenya

February 2012 to November 2015

Kenya Certificate of Secondary Education (KCSE) - Mean Grade B

Bar Union Secondary School

Kisumu, Kenya

January 2003 to November 2011  
Kenya Certificate of Primary Education (KCPE) – Mean Grade B-  
Geta Primary School  
Kisumu, Kenya

### **MEMBERSHIP.**

**January 2015 to August 2015** – Bar Union Secondary School Student Council.

**Sept 2017 to March 2020** – Rotaract Club Kirinyaga University

### **LEADERSHIP SKILLS**

**January 2015 to August 2015** - Academic representative at Bar Union Secondary School.  
**March 2019 to January 2022** – Supervisor at Pork Centre

### **INTERESTS**

- Reading
- Counselling
- Socializing and giving motivational talks
- travelling
- Volunteering and Engaging in CSR activities
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### **PROFESSIONAL STRENGTH AND SKILLS.**

- Possess excellent organization and management skills.
- Goal oriented and ability to handle multiple tasks.
- Proven track record in customer service like managing front desk operations, processing
- Sales order and communicating reliable information to customers.
- Ability to resolve complex departmental problems

## **COMPUTER SKILLS**

Proficiency in Microsoft Office:

- MS - Word
- MS - Excel
- MS - PowerPoint
- Access
- Publisher
- Email and internet
- Web page and various technical software handling
- Troubleshooting electronic gadgets e.g. mobile phones, computers and TV screens

## **HOBBIES**

- Keeping up-to-date with various advancements in technology.
- Reading IT and Technology journals.
- Playing football, swimming and singing.
- Travelling and taking nature walks.

## **Referees**

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