



OLIVER ALOYCE TUMBO

Management Assistant

CONTACT

📍 Nairobi, Kenya

☎ +254 717837799

✉ oliveraloyce3@gmail.com

LANGUAGES

English (Native) – Fluent in technical documentation and client reports.

Kiswahili (Fluent) – Effective communication with local teams and clients.

SKILLS

Writing & Editing: SEO, Technical Writing, Proofreading

Research: Qualitative/Quantitative Analysis, Data Interpretation

Soft Skills: Conflict Resolution, Team Leadership, Cross-cultural Communication

INTERESTS

- *Technical Reading:* Stays updated on renewable energy trends and smart

PERSONAL PROFILE

A meticulous and adaptable professional with a proven ability to deliver high-quality work under tight deadlines. My career spans roles in freelance writing, academic research, retail management, and hospitality, equipping me with strong analytical, organizational, and interpersonal skills.

Research & Writing: Adept at producing original, well-researched content for academic, commercial, and creative purposes. Experienced in plagiarism checks, citation formatting, and tailoring content to client specifications.

Inventory Management: Skilled in overseeing stock control, logistics, and supply chain operations, ensuring accuracy and efficiency.

Customer Service: Proven track record in hospitality, delivering exceptional service and resolving client needs with professionalism.

Leadership: Demonstrated ability to lead teams, streamline processes, and foster collaborative work environments.

Committed to integrity, attention to detail, and continuous improvement, I thrive in fast-paced settings and excel at multitasking while maintaining high standards.

CAREER OBJECTIVE

A results-driven professional with over two decades of diverse experience in writing, research, inventory management, and customer service. Seeking to leverage my expertise in a dynamic organization where I can contribute to operational excellence, innovation, and team success.

grid technologies.

- *Traveling:* Explores industrial sites to observe regional electrical infrastructure.
- *Mentorship:* Volunteers as a career guide for aspiring electricians.

PROJECTS & ACHIEVEMENTS

Content Excellence: Recognized as a top-tier writer on 3 freelance platforms for consistency and originality.

Operational Efficiency: Slashed Peche Foods' stock wastage by 18% via improved storage practices.

Customer Satisfaction: Achieved a 4.9/5 average rating from hotel guests for service quality.

EDUCATION HISTORY

2012 | Kenya Institute of Management

Certificate in Business Management (Upper Credit)

Key coursework: Strategic Planning, Operations Management, Financial Literacy

High School Diploma (KCSE)

Maseno School | 1995–1998

Score: Mean Grade B- (Minus) at the Kenya Certificate of Secondary School (KCSE) Examinations.

PROFESSIONAL EXPERIENCE

Freelance Copywriter & Researcher

2015 - 2024 | Remote (iWriter, DotWriter, Uvocorp, Academia-Research, Writerslabs)

Authored 500+ articles, essays, and reports across niches like business, technology, and healthcare, maintaining a 98% client satisfaction rate.

Conducted in-depth research using academic databases (e.g., JSTOR, Google Scholar) to ensure content accuracy and credibility.

Collaborated with international clients to refine tone, style, and SEO requirements.

Waiter

2003 | Alkao Hotel, Eldoret, Kenya.

Served 50+ daily patrons in a high-end restaurant, earning "Employee of the Month" twice.

Resolved 90% of guest complaints onsite, boosting repeat business by 15%.

Store Manager

1999 - 2001 | Peche Foods, Kisumu

Oversaw a team of 8 staff, achieving a 20% reduction in stock discrepancies through weekly audits.