



# OLIVER ALOYCE TUMBO

## Management Assistant

### CONTACT

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### 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.