

Evans Nguka

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Experienced Customer Service & Production Professional

SUMMARY

Dedicated and detail-oriented Customer Service and Production Professional with a strong background in delivering exceptional service and ensuring efficient production processes. Adept at handling customer inquiries, resolving issues promptly, and maintaining high-quality standards in manufacturing and assembly operations. Skilled in operating machinery, monitoring production lines, and adhering to safety and quality guidelines. A proactive team player with excellent communication and problem-solving skills, committed to improving efficiency and customer satisfaction.

SKILLS

- Customer service & problem resolution
 - Machine operation & quality control
 - Production line monitoring & safety compliance
 - Inventory management & process improvement
 - Strong communication & teamwork
 - Time management & adaptability
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WORK EXPERIENCE

M-KOPA

Quality Control Associate; *(Jul 2023 – Present)*

- Conduct routine inspections that improve defect detection ensuring high-quality phone assembly.
- Identify and resolve recurring assembly defects, reducing rework costs by 15%.
- Implement corrective actions that enhance compliance with quality standards, leading to decrease in product failures.
- Collaborate with engineers to troubleshoot and resolve quality issues, improving production efficiency.
- Maintain detailed defect reports, contributing to process improvements that streamlined the assembly line.
- Train production staff on quality best practices, reducing errors and enhancing overall product consistency.
- Ensure compliance with safety and quality standards, supporting a consistent 98% pass rate in final inspections.

M-KOPA

Production Operator; *(Nov 2022 – Jun 2023)*

- Operated assembly line machinery efficiently, contributing to increase in production output.
- Assembled components with 99% accuracy, ensuring high-quality standards and reducing defects.
- Identified and resolved minor equipment issues, reducing downtime.
- Conducted quality inspections that improved defect detection and minimized rework.
- Maintained a 100% safety compliance record by strictly following protocols and procedures.
- Collaborated with team members to consistently meet or exceed daily production targets of 3000 + assembled phones.
- Streamlined the assembly process, reducing cycle time through process improvements.
- Trained new team members on assembly line procedures, improving team efficiency and reducing errors.

KFC

Team Member; *(Apr 2019 – Oct 2021)*

- Provided excellent customer service by greeting guests, taking orders, and resolving inquiries, ensuring a positive dining experience.
- Prepared and packaged food items to KFC's quality standards, maintaining high hygiene and food safety.
- Operated kitchen equipment safely, contributing to a 100% compliance record in health and safety audits.
- Handled cash and electronic transactions accurately, reducing payment errors and improving checkout efficiency.
- Maintained stock levels and assisted in inventory management, preventing shortages during peak hours.
- Followed health and safety guidelines, ensuring a clean and safe work environment that met industry standards.
- Collaborated with team members to improve service speed, reducing customer wait times during peak periods.
- Upheld KFC's brand values by delivering friendly and efficient service, contributing to increased customer satisfaction scores.

Chandaria Group of Companies**Sales Back Office Clerk;** *(Feb 2014 – Oct 2018)*

- Processed high volumes of sales orders and invoices with 99% accuracy, ensuring smooth transactions.
- Maintained and updated customer records, reducing data entry errors and improving database efficiency.
- Assisted the sales team with documentation and contracts, streamlining the sales process and reducing turnaround time.
- Coordinated with suppliers, logistics, and warehouse teams, ensuring timely deliveries and minimizing delays.
- Prepared detailed sales reports and forecasts, aiding management in data-driven decision-making.
- Ensured compliance with company policies and sales procedures, contributing to successful internal audits.
- Managed inventory records and coordinated stock replenishments, reducing stockouts and overstocking issues.

EDUCATION**Diploma in ICT**Carlile College; *(2019 – Ongoing)*

REFEREES*Available on request*