

LOUIS OKWARA

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louismichellokwara@gmail.com

Ruai, Nairobi.

Professional, Innovative, Inquisitive, Creative and Industrious individual with good communication skills, ready to work and learn.

Familiar with the aspect of teamwork, dedication, responsibility, organization, flexibility and improvisation.

EXPERIENCE

CALL CENTER INTERNATIONAL KENYA (CCI KENYA)

MARCH 10TH – MAY 30TH 2025

- Handled customer complaints, inquiries, requests and issues.
- Hit company's Key Performance Indicators and metrics such as customer resolution, average customer handling time, customer satisfaction and survey transfer rate to get feedback on our services and customer experience.
- Managed customer's accounts such as helping in updating personal information and any changes to the customer accounts.
- Processed payments for customers for purchases of products and services online such as subscription plans, feature add-ons and devices.
- Made sales and pitched latest products and services that would benefit customers such as latest phones, gadgets, subscription plans that the customers might be interested in.
- Processed, tracked and confirmed delivery of orders made by customers online or through our retailers and other service providers.
- Received inbound calls of an average of 36 calls per day from customers with various needs.
- Performed a financial overview and audit of customer's account to review bills and offer more suitable services and products for their expenditure.

KENYA INDUSTRIAL PROPERTY INSTITUTE

DEC 4TH 2023 – MARCH 4TH 2024

- I was attached to Kenya Industrial Property Institute in the Corporate Communication Department for a period of three months. Kenya Industrial Property Institute is a Parastatal that deals with registration of Trademarks, Patents, Industrial Design and Utility Models.
- Some of my duties were handling customer complaints and queries.
- Managing social media content and posts.
- Corporate photography for events and visitors.
- Managing, updating, sorting and processing of files and documents.
- Following on applications made and informing the customers on the progress of their applications.
- Updating staff of any upcoming programs or events.
- Running errands for delivery or as a messenger with any given information, products, items or tasks.

CERTIFICATIONS & TRAININGS

GENERAL COURSE ON INTELLECTUAL PROPERTY

NOV 1ST – DEC 14TH 2023

- Took a short course on Intellectual Property through World Intellectual Property Organization (WIPO) where I got to learn about Copyrights and Related Rights, Trademarks, Patents, Geographical Indications, Utility Tools etc.

DIGITAL BUSINESS & MARKETING COURSE:

OCT 28TH – DEC 31ST 2023

- An incubator program on digital business and marketing for creatives dubbed Turning Passions into Livelihood. The program was to educate creatives and help turn their creative ventures into profitable businesses that generate livelihood and income following the proper structures and guidelines necessary to run a successful business.

BUSINESS SKILLS TRAINING FOR CREATIVES, GIZ

AUG 2ND – NOV 4TH 2022

- Covered the aspects of branding, marketing, product development, book keeping, taxes, business regulations, vision and mission statement, digital integration and finance resources among others.

EDUCATION

MASENO UNIVERSITY, KISUMU MAIN CAMPUS

2016 - 2020

Bachelor of Arts Drama & Theatre Studies With IT:

Second-Class Honors (Upper Division)

BUTULA BOYS HIGH SCHOOL, BUTULA

2012 - 2015

Kenya Certificate of Secondary Education

Mean Grade: B (Plain) 63 Points

KISII PRIMARY SCHOOL, KISII

2011

Kenya Certificate of Primary Education

KCPE Total: 327 Marks

SKILLS

- Customer Service
- Communication (English & Swahili)
- Organizational Skills
- Flexibility and adaptability

REFEREES:

Mary Mutoro
Mukele Moni & Company Advocates
P.O Box 18497 – 00100
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