

AMOS KIPKIRUI ROBBS

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ICT Support & Administrative Operations Professional

Point of Sale (POS) System Operation | Data Entry and Records Management | Inventory Control and Stock Replenishment | Cash Handling & Reconciliation | Retail Sales & Merchandising | Microsoft Office | Digital Filing & Documentation | Reporting & Documentation | Customer Service Software Usage | Document Verification & Validation | Computer Systems Maintenance & Troubleshooting | Software Installation & Updates | Network Configuration & Support | Database Management & Administration | ICT Security & Data Protection

PROFESSIONAL SUMMARY

Results-driven ICT support and administrative operations professional with a strong background in data entry, retail systems, and records management. Skilled in POS system operation, inventory control, customer service support, and digital documentation, ensuring accuracy, efficiency, and reliability in dynamic retail and administrative environments. Experienced in coordinating frontline operations, troubleshooting ICT-related issues, and maintaining organized records with a focus on confidentiality and service quality. Highly adaptable to evolving work demands, capable of multitasking under pressure, and dedicated to optimizing operational workflows and technical support processes for enhanced performance.

Career Strengths

- **Attention to Detail & Time Management:** Ensures high accuracy in data entry, inventory tracking, and documentation while managing multiple responsibilities efficiently to meet deadlines.
- **Critical Thinking & Problem Solving:** Diagnoses and resolves technical issues in ICT and POS systems, improving operational continuity and minimizing downtime.
- **Customer Service & Communication Skills:** Engages professionally with customers and colleagues, delivering clear information and maintaining a positive service experience.
- **Teamwork & Collaboration:** Cooperates effectively with coworkers and supervisors to streamline retail operations and achieve shared performance targets.
- **Adaptability & Flexibility:** Quickly responds to changing tasks and priorities in fast-paced retail and administrative environments without compromising quality.
- **Reliability & Professionalism:** Maintains consistent work attendance, adheres to policies, and performs duties with integrity and accountability.
- **Organizational Skills & Multitasking:** Handles stock management, point-of-sale functions, and customer support simultaneously while maintaining order and efficiency.
- **Conflict Resolution & Decision Making:** Addresses customer concerns and operational issues calmly and decisively, ensuring fair outcomes and smooth workflow.

PROFESSIONAL EXPERIENCE

Staff | January 2022 – Present

Queensmart Supermarket

Key Contributions

- Optimized checkout efficiency by accurately operating POS systems, reducing transaction times and enhancing customer satisfaction.
- Managed inventory restocking and shelf organization, improving product visibility and minimizing stock discrepancies.
- Strengthened customer loyalty by delivering personalized service and resolving inquiries promptly in a high-traffic retail environment.
- Supported merchandising strategies by implementing layout changes that increased foot traffic to key product areas.
- Collaborated with store management to streamline daily operations, contributing to a consistent and efficient work environment.

Attaché | February 2021 – May 2021

Greenrose Supermarket

Key Contributions:

- Facilitated smooth retail operations by assisting with customer engagement, stock rotation, and inventory audits, improving sales readiness.
- Enhanced product presentation by maintaining clean, well-stocked shelves, which contributed to a more inviting shopping experience.
- Supported front-desk cashier duties by ensuring accurate billing, receipt issuance, and daily cash reconciliation.
- Strengthened customer relations by responding to product inquiries and guiding purchasing decisions, driving repeat business.
- Contributed to workplace hygiene and safety compliance by monitoring cleanliness and adhering to health protocols.

Attaché – Births and Deaths Department | September 2019 – December 2019

Kericho County Registration Office

Key Contributions:

- Streamlined registration workflows by digitizing civil records and reducing processing time for birth and death certificates.
- Ensured accuracy of official documentation by verifying identity records and supporting data entry into government systems.
- Improved public service delivery by guiding citizens through documentation requirements and procedural steps.
- Maintained secure handling of sensitive civil data, ensuring confidentiality in accordance with legal and administrative protocols.
- Supported administrative functions by organizing, filing, and retrieving physical and digital records to improve access and audit readiness.

EDUCATION

Diploma in Information Communication Technology | 2018 – 2021

Kaiboi Technical Training Institute

Kenya Certificate of Secondary Education (KCSE) | 2014 – 2017

Chagaik Secondary School

LANGUAGES

English – Proficient

Swahili – Proficient

REFERENCES

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