

CURRICULUM VITAE

PERSONAL DETAILS

- **Name:** Denis Muthiora Githee
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PERSONAL STATEMENT

I am a diligent professional who can thrive in dynamic and competitive environments with minimal supervision. My expertise lies in customer service delivery and quality data analysis, complemented by hands-on experience, exceptional communication, proactive, commitment to quality work, and ethical skills. Proficient in documentation, crowd management, record-keeping, and problem-solving, I have honed my leadership and teamwork skills through roles at Rkh Qitarat and SamaSource. My commitment is to leverage my keen observation, crowd management, and analytical skills to contribute to the success of Rkh Qitarat's world-class services.

WORKING EXPERIENCE

October 2022 – December 2022: Rkh Qitarat

Position: FIFA World Cup Event Support

- Ensure customer awareness of station navigation.
- Provide up-to-date information to customers.
- Monitor and manage customer flow in various touchpoints.
- Verify customer fare media upon entry to paid areas.
- Assist in preparing stations for events, including crowd management tools.

November 2017 - October 2022: SamaSource Organization

Position: Quality Analyst

- Aggregate quality jobs onto the client's website.
- Support the team in problem-solving and decision-making.
- Sample and perform quality checks on agent tasks.
- Report quality internally and to clients regularly.
- Conduct meetings to clarify client or internal requirements.
- Maintain constant contact with clients regarding workflow updates.

March 2016 - November 2017: SamaSource Organization

Position: Associate

- Maintain data work requirements following established procedures.
- Process assigned data work, resolving discrepancies and ensuring quality.
- Verify entered data and contribute positively to team efforts.

JOB SKILLS

- Customer Service Delivery
- Data Analysis
- Team Leadership
- Communication and Interpersonal Skills
- Crowd Management
- Record Keeping
- Problem Solving
- Event Preparation and Management
- Computer Skills
- Value Creation

EDUCATION BACKGROUND

Oct - Nov 2016: Samasource

- Certificate of Top Agent in Image Annotation

Nov - Dec 2015: SamaSchool

- Certificate in Web Research

March 2012 - March 2013: Nairobi Institute of Business Studies

- Certificate in Travel and Tourism

Jan - March 2012: Glandpoint College of Business Studies

- Certificate in Computer Studies

Feb 2008 - Nov 2011: Gatamaiyu High School

- Kenya Certificate of Secondary Education

REFERRALS

Available upon request.