

# Eli Kiplangat Kirui

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**Passport Number:** AK1582274

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## OBJECTIVE

Motivated and dependable professional with more than 5 years of varied experience in office support, data entry and customer service. Skilled at maintaining a clean and organized workspace, supporting administrative operations, and providing excellent service to staff and visitors. Working to maintain a smooth and functional office setting using exceptional organizational, multitasking and interpersonal abilities.

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## SKILLS

- Office cleaning and maintenance
- Stocking and distributing office supplies
- Data entry and record-keeping
- Customer service and guest relations
- Teamwork and collaboration
- Time management and multitasking
- Effective communication

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## PROFESSIONAL EXPERIENCE

### Customer Service Representative

**Koko Networks**, Nairobi

*October 2023 – June 2024*

- Provided exceptional customer service by addressing inquiries and resolving issues efficiently.
- Documented customer interactions and updated records for follow-up and reporting.
- Assisted in improving customer satisfaction metrics through timely and effective communication.
- Supported back-office operations, including filing and coordinating with other departments.

### Office Assistant

**NYIM Training Center**, Nairobi

*August 2021 – January 2023*

- Provided exceptional customer service by addressing inquiries and resolving issues efficiently.
- Recorded customer communications and provided documentation to ensure follow-up and reporting.
- Contributed to the enhancement of customer satisfaction indicators by providing prompt and efficient communication.
- Provided support to back-office functions such as filing and coordination among different departments.

## **Data Entry Clerk**

**Digital Divide Data**, Nairobi

*September 2017 – Jan 2019*

- Entered and maintained large quantities of data in the databases of companies with high accuracy.
  - Regularly performed quality check to standardize/guarantee data integrity and consistency.
  - Collaborated with the team to meet project deadlines and manage workflow effectively.
  - Structured and organized electronic and paper files on an accessible basis.
  - Implemented a data tracking and retrieval system that shortened processing time by 15%
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## **EDUCATION**

**Cap Youth Empowerment Institute**

*Jan 2021 – July 2021*

Hospitality Management Certificate

**St. Paul's University**

*Jan 2019 – December 2020*

Diploma in Information Technology

**High School Diploma**

*2013 - 2016*

Chebilat Boys High School, Nairobi

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## **LANGUAGES**

- English: Fluent
  - Kiswahili: Fluent
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## **REFERENCES**

Denis Kipyegon

Trainer

CAP Youth Empowerment

0722275956

Justus Korir

Uniliver

Accountant

0724112140