

Eli Kiplangat Kirui

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Passport Number: AK1582274

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.

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

LANGUAGES

- English: Fluent
 - Kiswahili: Fluent
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REFERENCES

Denis Kipyegon

Trainer

CAP Youth Empowerment

0722275956

Justus Korir

Uniliver

Accountant

0724112140