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Top Skills

Credit Analysis
Accounting
Credit Appraisals

Certifications

Innovative Customer Service Techniques
Developing Your Emotional Intelligence
Managing Office Politics
Become a Customer Support Specialist
Managing Teams

Honors-Awards

Customer Service Award

David Robert

Sales Analyst at Kenafric Industries Ltd | Providing Actionable Sales Insights

Nairobi County, Kenya

Summary

Experienced Systems and Process Office with a demonstrated history of working in the retail industry. Skilled in Management, Customer Service, Emotional Intelligence, and Analytical Skills. Strong administrative professional.

Experience

Kenafric Industries Ltd

Sales Analyst

November 2024 - Present (5 months)

Nairobi County, Kenya

- Compiling, analyzing, and reporting sales data.
- Monitoring and analyzing competitive activity, customer, and market trends.
- Providing actionable insights to guide the sales and marketing teams.
- Contributing to the development of sales plans and objectives.
- Monitoring and evaluating sales performance.
- Forecasting demand, revenue, and expenses.
- Determining sales potential and making recommendations.

alx_africa

Software Engineering Student

August 2023 - Present (1 year 8 months)

Key Learning Objectives

1. Hard Skills Mastery

- Develop proficiency in programming languages such as Python, Java, C++, and JavaScript.
- Acquire a deep understanding of data structures and algorithms for efficient problem-solving.
- Implement software development methodologies like Scrum and Kanban to enhance productivity.
- Master web development using HTML, CSS, and JavaScript for diverse applications.

- Gain competence in database management with SQL or NoSQL.
- Proficiently utilize version control systems, specifically Git, for efficient collaboration.
- Hone testing and debugging skills to ensure robust software solutions.
- Architect and design systems with a focus on scalability and efficiency.

2. Soft Skills Integration:

- Develop problem-solving skills to innovate solutions in software development and beyond.
- Perfect effective communication techniques for conveying technical concepts to non-technical stakeholders.
- Embrace adaptability and flexibility to navigate the ever-changing landscape of technology.
- Cultivate teamwork and collaboration skills for seamless integration into diverse project environments.
- Master time management and organizational techniques essential for handling multiple projects simultaneously.
- Pay meticulous attention to detail for reliable and accurate code development.
- Enhance emotional intelligence to navigate conflicts and maintain positive relationships in a team setting.
- Foster a commitment to continuous learning to stay abreast of emerging trends in the fast-paced tech industry.

Self Employed

Online Writer

December 2019 - Present (5 years 4 months)

- Research industry-related topics (combining online sources, interviews and studies)
- Write, proofread and edit research papers, and blog posts before submission.
- Ensure all-around consistency (style, fonts, images and tone)
- Submit work within the stipulated timeline

Bboxx

3 years 10 months

Credit Analyst

January 2024 - November 2024 (11 months)

Nairobi County, Kenya

- o Analyze data on customers and customer repayment patterns to derive insights on factors influencing credit quality
- o Prepare and share daily/weekly/monthly portfolio performance reports with the retail teams and other stakeholders in a timely fashion to ensure portfolio actions are undertaken in an efficient manner
- o Respond to ad hoc portfolio reporting needs from different business stakeholders to support business decisions
- o Gather insights on factors affecting Bboxx's customers' credit quality by leveraging data available in Bboxx systems, staff interviews, and customer feedback

Systems and Process Officer

May 2022 - January 2024 (1 year 9 months)

Nairobi County, Kenya

To stop small problems from becoming big problems: providing day-to-day support to field staff in correctly implementing processes and using tools, and carrying out audit and implementation tasks in the field as required.

Responsibilities

- Review existing systems and processes as required.
- Design new process systems and frameworks.
- Troubleshoot technical issues.
- Risk mitigation planning.
- Collaborate with Logistic, HR, Portfolio, Retail, Repair, and IT team to resolve issues and ensure solutions are viable and consistent.
- Create system guidelines and manuals for Bboxx.
- Lead refresher training sessions and change management on system processes.
- Conduct regular reviews of systems, processes and generate reports on efficiencies and improvement areas.
- Structure and prioritize business requirements and communicate plans on behalf of the System Process Manager.

Shop Manager

February 2021 - May 2022 (1 year 4 months)

Kisii, Kisii County, Kenya

Managing the day-to-day activities of the shop to ensure that the shop operations run as smoothly as possible. Liaise with the Retail Supervisor, Shop Technicians and Sales Agents in ensuring that customer needs are met.

Responsibilities

- Open and close shop each working day
- Manage shop petty cash
- Manage shop stock and issue out to Shop Technicians in a timely manner
- Attend to clients who seek assistance at the shop (Customer Service)
- Manage and organize all documents used at the shop based on the Service Level Agreements (SLAs)
- Update and submit Daily Shop Reports
- Shop process and Asset management.
- General running of the shop
- Act as a helpful and informative first point of contact for customers at the shop
- Manage stock, petty cash arrange deliveries from Distribution Centre and transfers to other shops

University of Nairobi

Research Assistant

June 2019 - July 2019 (2 months)

Nairobi County, Kenya

Baseline survey on contract farming among vegetable farmers in Busia and Bungoma Counties in Kenya.

Responsibilities

- Participated in training for enumerators and supervisors and pre-testing of the questionnaire.
- Traveling to data collection sites in the study region.
- Interviewing vegetable farmers using semi-structured questionnaires.
- Data cleaning
- Data entry
- Report preparation

Vi-skogen/Vi Agroforestry

Research Assistant/Enumerator

April 2019 - April 2019 (1 month)

Mt. Elgon region of Kenya

Baseline survey on dairy value chain

Responsibilities

- Participated in enumerator training for the survey
- Data collection from dairy farmers
- Data cleaning on daily basis

- Preparation of daily report on the day's activity.

Kisii County Government

Agronomist Intern

February 2018 - June 2018 (5 months)

Kisii, Kisii County, Kenya

Responsibilities

- Conservation of crops to a quality state.
- Assist in planning and implementation.
- Overseeing the smooth running of the project.
- Checking the welfare of the farmers.

Education

Holberton School

Software engineering · (August 2023 - August 2024)

University of Nairobi

B. Sc. (Agribusiness Management), Agricultural Business and
Management · (2015 - 2019)