

Eliasib Mosoti Ondara (CV)

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CAREER OBJECTIVE

I desire to work in a highly competitive and dynamic organization specializing in providing quality standards to enable me gain exposure in addressing my current needs.

WORK

04/2014 - 06/2019

EXPERIENCE **Data Analyst, Ipsos Synovate, Kenya**

Duties and Responsibilities:

- Contributed to data capture, storage and forecast analysis projects.
- Produced key measurement reports to monitor service levels, identify trends and perform root cause analysis.
- Facilitated strategic decision-making by creating detailed reports across multiple data axis.
- Analysed and tracked data to prepare forecasts and identify trends.
- Conducted data modelling and statistical analysis to note trends and draw conclusions.
- Defined and documented system specifications.
- Improved reliability of internal software, systems and order processing.
- Maintained consistent database security and integrity.

03/2012 – 03/2014

Media Monitoring Team Leader, Ipsos Synovate, Kenya

Duties and Responsibilities:

- Led staff meetings to delegate tasks, assign workloads and communicate changing priorities.
- Developed open and professional relationships with team members to facilitate effective issue resolution.
- Served as customer service team lead, enforcing company policies, answering co-workers' questions and training new staff.
- Inspired teams to achieve or exceed goals through regular motivation, implementing loyalty incentives and facilitating team-building activities.
- Closely monitored team performance by conducting observations and tracking key metrics, identifying and managing underachievers appropriately.
- Resolved complex customer enquiries, disputes and complaints.

- Offered constructive feedback to employees in response to quality assurance measures, ensuring consistently exceptional service.
- Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.
- Conducted annual appraisals, spearheading professional development initiatives.
- Managed recruitment, including talent pool management, interviewing and onboarding.
- Conducted regular staff surveys to understand employee views of processes and operations, actioning feedback appropriately.
- Integrated process improvements to optimise overall workflow and efficiency.

01/2009 – 02/2012

Media Monitoring Executive, Ipsos Synovate, Kenya

Duties and Responsibilities:

- Input data into main database, updating information with latest software.
- Verified data before entering it into database and prepared summaries of research findings and effectively presented them to supervisors.
- Delivered all research findings in various formats, including presentations, papers and spreadsheets.
- Organised files to support efficiency and traceability.
- Spoke to customers in multiple languages to resolve problems and answer questions.

05/2006 – 08/2008

Sales Executive, Masterpiece Ltd, Kenya

Duties and Responsibilities:

- Showcased product features and benefits to drive sales.
 - Managed customer relationships through consultative sales techniques to attain individual sales goals.
 - Liaised with customers to determine needs and provide recommendations.
 - Customised service offerings to accommodate consumer needs.
 - Exceeded revenue projections and growth targets by planning and coordinating product sales.
 - Participated in continuous product development training.
 - Maximised customer retention by proactively contacting upcoming renewals.
 - Applied processes and systems with proven results, increasing customer satisfaction.
 - Established pricing and delivery terms based on current market trends and costs.
 - Optimised sales methods to best acquire, develop and retain customers.
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EDUCATION

Diploma in Accountancy, Intraglobal Training
Institute, Nairobi.

2012 - 2014

Kenya Certificate of Secondary Education, Chibwobi High
School, Kisii.

2001 - 2004

OTHER COURSES

- Accounting Packages: Quickbooks, Sage and Pastel
- Microsoft Office package: Microsoft Word, Excel, PowerPoint
- Driving (BCE)
- Chaplaincy

SKILLS AND COMPETENCIES ACQUIRED

- **Communication skills and Customer Service**- I can properly pass information to the intended users through available channels as well as manage client needs from time to time. I can proficiently communicate through emails, one on one, mobile phones and most social media platforms.
- **Proficiency in Computer Applications**-Experience in use of windows applications (Word,Excel,PowerPoint) as well as accounting packages.
- **Analytical Skills** -I have the experience in data extraction, coding,interpretation,analysing and production of reports in form of major formats e.g. PowerPoint,excel,word and PDF.
- **Planning and Organizing**– I can manage and supervise daily operations in assigned field(s) to ensure tasks are completed and in good time. Proven track record.

REFERENCES

ANNASTACIA KASIVA MUIA

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