

# ALEX KIPKORIR CHEPCHIENG

ACCOUNTANT & CUSTOMER SERVICE PROFESSIONAL

## PERSONAL INFORMATION

Gender : Male  
Relationship Status : Married  
Year of Birth : 29/01/1991  
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## PROFESSIONAL SUMMARY

An ardent and versatile professional with a background in accounting and over three years of working experience broadly in e-commerce as a leader who has taken a key role in improving customer experience. Knowledgeable in general accounting procedures on accounts reconciliation, accounts payable/receivable, budgeting, book keeping, Tax filing, payroll and with good IT skills. Looking for an exciting career opportunity where I can leverage my accounting knowledge and customer service skills to deliver top performance and enhance my career.

## KEY SKILLS

Organization	★★★★★★★★★★
Communication & Interpersonal skills	★★★★★★★★★★
Leadership	★★★★★★★★★★
Openness/Integrity	★★★★★★★★★★
Adaptability	★★★★★★★★★★
Computer skills	★★★★★★★★★★
Patience & Resilience	★★★★★★★★★★
Time Management	★★★★★★★★★★

## EDUCATION

KASNEB – 2015 - Certified Public Accountant CPA  
KENYATTA UNIVERSITY- (2010-2014) – B.Com, Accounting Option  
Qualification: Second Class, Upper Division  
BARTEK INSTITUTE – 2009 - Certificate in computer studies  
TENGES BOYS HIGH SCHOOL – (2005-2008) - KCSE Grade B+ 73/84 points  
KOROTO PRIMARY SCHOOL – (1997-2004) - KCPE - Marks 337/500

## **WORKING EXPERIENCE**

### **TEAM LEADER, KILIMALL INTERNATIONAL LIMITED**

May 2015 – August 2016

Kilimall is one of Kenya's biggest online retail mall. I started as a customer service agent, I got promoted to be Team leader customer service and then Kili-shops' manager. Duties and responsibilities include:

- Overall Management of shops and customer service.
- Leading and developing a team of customer service and shop agents, encouraging effective communication, setting objectives and initiating work plans.
- Follow up on every issue and ensure complete satisfaction to customers.
- Analyse CRM data to resolve customer queries, identify strategies for improvement of service and productivity
- Documented and maintained reports related to discussions and customer feedback and presented to the appropriate departments.
- Handling inbound and outbound calls, social media, website-consults, WhatsApp, live chats, order fulfilment and provision of after sale services.

### **DATA ENTRY & ANALYSIS, (PART TIME) C/O MR DOUGLAS KIBOWEN**

April 2014 – May 2015

The Job entailed data entry and analysis work for several NGO organizations doing surveys on population, HIV/Aids, Education, health, employment and poverty among other variables. I acquired skills and hands on experience with the use of SPSS statistics software and MS Excel in data entry and analysis.

### **CASHIER, KENYA AIRPORTS PARKING SERVICES (KAPS)**

June 2014 – December 2014

KAPS limited is a service industry that manages car parking and offers credit management services. As a Cashier, I worked in the following sites among others: Aga Khan Hospital, M P Shah Hospital, Krishna Centre, High ridge and Pop Inn. My main duties include: Cash Receipt and counting, customer relations, assisting customers on using automated pay machines, reporting on sales and materials and responding to customers' queries.

### **INTERN, KENYA ELECTRICITY GENERATING COMPANY (Kengen)**

April 2012 – June 2012

I secured finance internship in Central Office and acquired training in the following sections among others: Financial accounting, Bank statement posting and receipting, Costing and projects accounting, fixed Asset Accounting, Budget & Budgetary control, Cheque writing, Data entry and Pay office

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**OTHER  
SPECIALTIES**

- Excellent computer skills, well versed with the use and application of MS Office Suite, Quick books, SAP, SPSS, CRM systems and call centre system.
- Ability to work under minimum supervision
- Organized and focused with attention to details
- Ability to multi-task, set priorities and meet deadlines
- Active listening and Tenacity
- Problem analysis and problem solving

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**HOBBIES**

Reading informative articles, football, Sudoku and draughts games.

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**REFEREES**

**SIMON NGIGE KARANJA**

Financial Controller, Saiba (Previously Finance Manager Kilimall)

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