

# MAGRET FAITH AKINYI

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## **PROFESSIONAL SUMMARY**

Customer-focused professional with 3+ years of experience in tech support, issue resolution, and remote collaboration. Proven ability to manage high-volume inquiries, streamline workflows, and deliver solutions using digital tools. Skilled in clear communication, rapid tech adoption, and maintaining compliance in fast-paced environments.

## **CORE SKILLS**

- Written and spoken English with clear and professional communication
- Customer support via chat, email, and phone
- Ticketing systems and workflow optimization
- Problem-solving and logical thinking
- Quick learner of new tools and technologies
- Data tracking and reporting
- Strong interpersonal skills and team collaboration
- Adaptable and works well independently

## **PROFESSIONAL EXPERIENCE**

### **Remote Team Lead, Kisumu**

**SasaPay Kenya, ViewTech Ltd | Mar 2025 – May 2025**

- Managed remote support team operations, improving ticket resolution time by 30% through process and workflow optimization.
- Communicated with product, marketing, and support teams to localize offerings, increasing adoption.
- Prepared monthly KPI dashboards and reports, ensuring smooth remote communication and performance tracking.

### **Cybersecurity Intern**

**Sile Communications Ltd | Nov 2024 – Jan 2025**

- Provided technical support for phones/laptops, network issues, troubleshooting issues with focus on security.
- Configured secure router setups and guided users in best practices for data privacy.

## **Digital Data Collection Specialist**

**Aquaculture Barn & Dic Dic Agrocare | Apr 2024 – Oct 2024**

- Designed and implemented user-friendly survey systems, performed remote training, and supported users via virtual communication channels.
- Managed data quality and support tickets swiftly and professionally.

## **Managing Accounts Assistant**

**Kisii County Government | Sept 2022 – Mar 2024**

- Provided timely email and phone assistance related to accounts inquiries and payment issues.
- Used spreadsheets and reconciliation systems to manage remote financial documentation and issue resolutions.

## **IT Specialist (NAVDP Project)**

**Kisii County Government | Sept – Nov 2023**

- Delivered remote and on-site technical support, configured systems and access, maintained secure data operations.
- Communicated technical instructions clearly to enumerators and supervisors.

## **EDUCATION & CERTIFICATIONS**

- Bachelor of Science, Actuarial science – Kisii University, 2023
- Certificate, Cybersecurity – FabLab Winam, 2024
- Certifications in Python, Excel VBA, Data Analysis, Web Development

## **REFEREES**

Available on request