

FRANCIS ODOYO ABONGO

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Date of Birth: 28th February 1993

Location: Nairobi, Kenya

PROFESSIONAL SUMMARY

Dedicated and results-oriented administrative and IT support professional with over 5 years of experience in office administration, logistics, delivery operations, and risk management. Holds a Diploma in ICT and certifications in CompTIA IT Fundamentals, Network+, and SSCP. Proven ability to streamline processes, implement systems, manage risk, and maintain high standards of service delivery. Additionally, I have expanded into freelance work including data annotation, copywriting, content editing, and programming using AI tools like Codeium remotely. I have professional experience working with TELUS International on data annotation tasks for AI training projects. These experiences have strengthened my attention to detail, adaptability, and ability to meet deadlines independently. Seeking to contribute technical, operational, and digital content expertise to a dynamic, growth-oriented organization.

CORE COMPETENCIES

- Office Administration & Coordination
- Data Annotation & Quality Control
- Copywriting & Content Editing
- Programming Using AI Tools Remotely (e.g., Codeium)
- IT Support & Software Installation
- Risk Analysis & Loss Prevention
- Delivery Logistics & Route Optimization

- ERP & CRM System Usage
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Inventory & Stock Management
- Data Entry & Report Preparation
- Cybersecurity Fundamentals
- Customer Service & Communication
- Cash Handling & Reconciliation
- Team Collaboration & Problem Solving

PROFESSIONAL EXPERIENCE

Strategic Risk Management - Nairobi, Kenya

Risk Management Officer

Nov 11, 2024 - Present

- Conduct organizational risk assessments and implement mitigation strategies aligned with company policies.
- Supervise the rollout of preventative measures to reduce operational and financial risks.
- Monitor compliance with industry regulations and internal safety standards.

UNATEUS Logistics and Fulfillment - Nairobi, Kenya

Delivery Agent

Nov 2021 - Present

- Achieved a 98% on-time delivery rate by optimizing delivery routes and time management.
- Handled cash-on-delivery operations, reducing financial discrepancies by 15%.
- Implemented an automated tracking system that improved delivery processing time by 10%.
- Provided excellent customer service and resolved delivery issues efficiently.

Freelance - Remote

Data Annotator, Copywriter, Content Editor & AI Programming Assistant

2022 - Present

- Worked on diverse annotation tasks involving image labeling, text tagging, and audio transcription for machine learning projects.
- Contributed to AI training tasks for TELUS International as a remote data annotator.
- Created well-researched, original content and conducted editing for clarity, tone, and grammar across multiple freelance platforms.
- Built small-scale scripts and automation tools using AI platforms such as Codeium to streamline digital workflows and support online tasks.
- Met tight deadlines and maintained high accuracy and client satisfaction ratings.

Hipora Business Solutions EA Ltd - Nairobi, Kenya

Administrative Assistant

Oct 2020 - Nov 15, 2021

- Supported office operations including scheduling, documentation, filing, and supplies coordination.
- Transitioned physical files to a digital system, improving record access by 30%.
- Assisted in preparing reports and maintaining communication with vendors and internal teams.

Loss Control Officer

Jan 2019 - Oct 2020

- Developed and implemented a loss prevention program that reduced theft incidents by 20%.
- Conducted regular audits and inventory checks to improve stock accuracy by 10%.
- Liaised with law enforcement and internal stakeholders to enhance security compliance.

EDUCATION

Diploma in Information and Communication Technology

Beam International Training Centre | Feb 2015 - Feb 2018

Kenya Certificate of Secondary Education (KCSE)

Othora High School | Nov 2009 - Nov 2013

Kenya Certificate of Primary Education (KCPE)

Nyangere Primary School | 2000 - 2008

CERTIFICATIONS

- Systems Security Certified Practitioner (SSCP) - Feb 2019
- CompTIA Network+ - May 2019
- CompTIA IT Fundamentals (Cybrary) - Feb 2019

TECHNICAL SKILLS

- Network Basics: LAN, WAN, VPN, VLAN
- Cybersecurity Concepts
- Office Suite: Word, Excel, PowerPoint, Outlook
- Software Installation & Basic Troubleshooting
- Digital Filing & Document Management
- CRM & ERP Systems
- Data Backup & File Management
- Social Media for Business Use
- Remote Work Tools & Platforms
- Scripting & Automation with AI Tools (e.g., Codeium)

LANGUAGES

- English - Fluent
- Swahili - Fluent

- Japanese - Currently Learning

HOBBIES & INTERESTS

- Reading (Technology & Business)
- Swimming
- Exploring new digital tools