

CURRICULUM VITAE

PERSONAL DETAILS

Mr. Cheboi Kiprop Wilfred

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Date of birth: 6Th December 1998

Gender: Male

Nationality: Kenyan

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SUMMARY

- Analytically minded analyst with a bachelor's degree in economics and statistics and professional experience in customer service, reporting, quality analysis, logistics, and research. Skilled in quantitative and qualitative research, data analysis, and quality management systems auditing. Proficient in excel, and power bi. Highly motivated, adaptable, and a team player.

CAREER OBJECTIVE

- To obtain a role in business operations in the retail industry where I will help streamline processes, improve customer experience and collaborate with a team of talented individual to help the company achieve its goals.

ACADEMIC BACKGROUND

- 2015-2019: Kenyatta University; Bachelor of Economics and Statistics: 2ND Class Honors Upper Division
- 2011-2014: St. Anthony's Boys' High School – Kitale; KCSE Mean Grade A

PROFESSIONAL BACKGROUND

- June 2021 – July 2021: Philanthropy University; Planning for Monitoring and Evaluation
- February 2023- April 2023: Six Sigma Academy Amsterdam (On Udemy): Six Sigma: Completed white, and yellow belt and Greenbelt.

WORKING EXPERIENCE

- I am currently working as a Quality Analyst at Greenspoon (October 2022 to Present). In this position, I investigate quality issues, write the quality performance report (In full, On-time and Complaints) and develop counter measures to increase our order fulfilment rate and customer experience. I work closely with the customer service, warehouse and procurement teams.
- I worked as a Delivery and Service Associate at Greenspoon Kenya (November 2021 to October 2022). In this position, I oversaw the dispatch of orders, and I worked with the customer service team to ensure that customers get excellent experience.
- I worked as a Logistics Assistant at Greenspoon Kenya (October 2021 -November 2021). I helped with packing, loading, and dispatching orders.
- I volunteered as a Deputy Head of Research (Remote) at Innovation For Development Action (Africa - Sierra Leone and Cameroon). In this role I worked with the Head of Department to manage research volunteers and research activities with an aim to leverage research to increase social justice levels in Sierra Leone and Cameroon. (September 2021 to November 2021)
- I worked as a Volunteer Research Analyst (Remote) at Innovation for Development Action (Africa - Sierra Leone and Cameroon). I wrote research articles on topics about trade, labor markets, business, and international development with a focus on the

Sustainable Development goals. (July 2021 to September 2021)

- I worked as an Intern and a Business Collaborator for Creatella Impact - Singapore (remotely). In this position I helped the team with outreach, business development, proposal preparation, resource mobilization strategy and any other tasks assigned by the CEO and co-founder. (June 2021 to September 2021)
- I worked as a Signature Verification Clerk at Independent Electoral and Boundaries Commission (IEBC) (December 2020 to February 2021). I worked with a team of 17 individuals to enter and clean data collected from primary sources. Our group was recognized for exemplary performance and each member of the group was recognized and recommended as a good team player.
- I worked as a Direct Sales Representative at National Bank of Kenya (February 2020 – July 2020). I Sold retail bank products, actively took part in sales activities, offered excellent customer service, gathered feedback from customers regarding bank products, shared daily business acquisition reports, and continuously sought to deepen knowledge on the trends in the banking industry
- I worked as an attaché at Ministry of Industry, trade and cooperatives in the department of trade at the office of planning (July 2019- October 2019). I helped in planning, monitoring and evaluation, data analysis, report writing and took part in budget making meetings.

PERSONAL SKILLS

- Data analysis and visualization using excel and powerBI
- Report writing
- Monitoring and Evaluation
- Quality analysis and management
- Excellent customer service skills
- Adaptable and responsible nature.
- Highly motivated

MEMBERSHIP

I was a member of Kenyatta University Economic Students Association (KUESA) while on campus.

INTERESTS

- I am interested in doing meaningful work and helping to make the world a better place.
- I enjoy listening to podcasts on self-development.

REFERENCES

Available upon request