



## PERSONAL INFORMATION

Date of Birth: 4th March  
1997

Nationality: Kenyan  
Language (Spoken &  
Written): English, Swahili  
and kisii

## CONTACT

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P. O BOX 300-40300  
KISII

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+254708865471

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# DIANA OBED

## EDUCATION

### JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

2016-2020

Bachelor's degree in Education Arts with IT

### KERERI GIRLS HIGH SCHOOL

2010-2014

Kenya Certificate of Secondary Education (KCSE)

### MARION STAR PRIMARY SCHOOL

2002-2010

Kenya Certificate of Primary Education (KCPE)

## WORK EXPERIENCE

### M-KOPA SOLAR COMPANY

### QUALITY ANALYST AGENT

#### Duties and Responsibilities

1. Analyze agents' work output against guidelines/standards and provide feedback
2. Provide feedback to Team Leaders on identified areas that individual members of the team need to improve on for coaching.
3. Compile and send daily, weekly and monthly quality reports and send to the Quality Analyst Supervisor and other relevant stakeholders.
4. Provide feedback and recommendations on recurring and widespread gaps that should be addressed through training/refreshers trainings.
5. Keep an up-to-date record of individual agents' quality performance for use in performance reviews.

## PERSONAL ATTRIBUTES

Team player; Self-initiated and motivated person; highly dependable; empathetic; Good Communication & interpersonal skills.

## HOBBIES

Travelling, Music, , Reading and taking adventure excursions.

## REFEREES

M-KOPA Power to own  
Nancy Mikia  
+254724316686

Samasource Digital Basics  
Browniah Areba  
+254706 831066

### A. CUSTOMER CHAT SUPPORT MKOPA SOLAR LTD **Duties and Responsibilities**

- Respond to customers' queries and complaints on Social media and whats app channel.
- Keeping a record of customers interactions
- Building suitable relationships and trust between customers and the company □
- Worked to ensure a positive and hassle-free customer experience.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Settled any customer disputes in a professional and pleasant manner.

### B. Agent at Samasource digital basics **Duties and Responsibilities**

1. As an agent I was responsible for writing product description and titles.
2. Researching products across several e-commerce platforms.
3. Classifying products into different categories.
4. Verifying entered data by reviewing, correcting, deleting or re-entering data.

