

# Dennis Gichuki Mwangi

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Results-driven Professional with 8 + years of work experience in Projects planning and management, ICT Support and user training, Contact center operations management and providing exceptional customer service in the technology industry. With a solid background in leading high-performing teams, I excel at implementing innovative solutions that drive efficiency and growth. Seeking to leverage my strong project management and ICT Support expertise in a challenging role.

## Scope of competence & strengths: -

- Providing timely and accurate ICT support and training to end -users, network administration, system diagnostics and maintaining workplace equipment to consistently achieve high availability, reliability and performance.
- Expertise in implementing innovative IT solutions, enhancing system efficiency, reducing downtime, and improving user satisfaction.
- Strong projects planning and management i.e. ability to deliver projects on time and within budget, while maintaining high quality standards.
- Expert in implementing agile methodologies and risk management frameworks in projects management.
- In-depth knowledge in; Contact center workforce management and performance management, quality analysis, resource planning and management, day –to- day operations management and reporting.
- A proactive problem-solver with exceptional communication skills, adept at fostering collaborative relationships and delivering exceptional service experiences.
- Ability to multitask, prioritize, manage time effectively, adapt and respond to challenging situations in a high volume, Customer support Contact Center.
- Exceptional skills in team management, strong conflict resolution, coaching, mentoring skills and motivating large work force within a performance-driven work environment.
- Proficiency in organizational database technologies (SQL Server management, SQL Queries, MS Access, MYSQL and relational database).
- Strong problem-solving and analytical skills with ability to troubleshoot complex technical issues and implementing proactive solutions in a dynamic work environment.

## Team Lead.

Samasource Kenya Ltd | July 2018 – To date.

Responsible for supervising and coordinating the work efforts of a team of **20 Agents** by leading, motivating, Work experience.

coaching and working closely with the Training and Quality Departments to achieve the desired results with the goal of achieving the right standards in performance appraisals. Key tasks : -

- Responsible for the management, organization and coordination of the day to day work of the team to deliver the highest standards of services to clients.
- Ensuring that the allocated work is properly distributed to all the team members and is executed in a timely manner. • Ensuring the department's productivity is maximized to the required standards and the pre-defined KPI's, performance targets and standards are achieved in accordance with the business plan.

Monitoring and reporting progress on performance, provide feedback and take appropriate corrective action.

- Providing support and assistance for team members to assist in the development of their skills and knowledge and identifying campaign training requirements.
- Providing regular coaching and training on new and existing products and changes to any processes. Conducting regular quality assessments and coaching; offering constructive feedback, which includes QA feedback sessions and continuously developing quality.
- Preparing daily individual performance activity reports, incident logs and shift planners to ensure that the statistics are well interpreted to meet the required business standards.
- Working closely with the other Team Leaders to ensure that queries across all areas of the business are handled.
- Championing the implementation of Agile methodologies across multiple projects, resulting in a 30% increase in project delivery speed and a 20% improvement in stakeholder satisfaction.
- Successfully managed over 50 project through use of different methodologies most commonly GembaKaizen, Agile methodologies and Pareto Principle (80/20 rule).
- Keeping the Operations Manager/Management informed of schedules, priorities, accomplishments & ongoing issues, participate in achieving resolutions to identified issues.

#### Agent Operator/ Reviewer. (Remote)

Invisible Technologies (A US Based company) | Feb- Aug 2020.

Responsible for quality checking and Menu extraction for Door Dash projects by coaching and working closely with the Training and Quality Departments to achieve the desired results with the goal of achieving the right standards in performance appraisals. Key tasks: -

- Responsible for the reading the instructions of a process and operates them to accomplish work for a client.
- Communicating to the client according to the instructions of a process in the voice of the client's synthetic Assistant, and not in the operator's own voice majorly through templates. From time-to-time this operator will need to create a unique response.
- Providing support and assistance for other team members to assist in the development of their skills and knowledge and identifying campaign training requirements.
- Providing regular coaching and training on new and existing products and changes to any processes. Conducting regular quality assessments and coaching; offering constructive feedback, which includes QA feedback sessions and continuously developing quality.
- Tracking the time, it takes for them to operate an instance of a specific process
- Working closely with Squad Leaders to ensure that queries across all areas of the business are handled.
- Keeping all relevant stake holders informed of schedules, priorities, accomplishments & ongoing issues, participate in achieving resolutions to identified issues.

#### Agent.

Samasource Kenya Ltd | January 2016 – June 2018.

Responsible for processing data as per client specifications. Key contributions: -

- Processed data work as assigned through resolving discrepancies, tagging or capturing by using standard process and returning incomplete documents to the team lead for resolution.
- Researched products across several e-commerce platforms.
- Hyper Linked Table of Content from the client web page using HTML Language.

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- Carried out image annotation, web research, content moderation and process automation.
  - Reviewed and moderated an average of 500 pieces of content per day, maintaining a 99% accuracy rate in identifying and removing inappropriate content.
  - Using Zendesk for customer support queries for Ibotta Sales project ensuring that customer rewards, rebates and general queries are answered.
  - Maintained data work requirements by following data program techniques, procedures as well as meeting and maintaining the required quality threshold.
  - Verified entered data by reviewing, correcting, deleting, or reentering data; purging files to eliminate duplication of data.
  - Employed automated algorithms to scale content moderation with increased accuracy, allowing for better management of workloads and faster resiliency during periods of increased workloads.
  - Played a key role in the development of a machine learning-based content filtering system, reducing manual content review workload by 40%.
  - Developed and implemented a comprehensive content moderation strategy, resulting in a 20% decrease in inappropriate content and a 15% increase in user engagement.
  - Contribute to team effort by accomplishing related results as needed.
  - Provided peer support to other Agents in an effort to improve overall team performance.

#### Data Capture Agent

Horizon Contact Centers | October - December 2015.

Consistently maintained a 99% accuracy rate while entering large volumes of data, 1,000 + data entries per day, resulting in improved data quality and increased efficiency. Key contributions: -

- Developed and maintained data entry logs, ensuring accurate and timely data entry and reducing data retrieval time by 20%.
- Digitized 4 years' worth of paper records into the database, boosting data accessibility and reducing retrieval time by 40%.
- Updated existing records with new information, resulting in an increase in data completeness and accuracy.
- Collaborated with cross-functional teams to verify and update existing data, resolving discrepancies promptly.
- Implemented efficient data entry processes, reducing error rates by 99% and increasing overall productivity.
- Organized and categorized data files for easy retrieval, contributing to a streamlined workflow within the team.
- Responded to inquiries and requests for data retrieval from the supervisor promptly.
- Identified and reported data-related issues or system glitches, actively participating in problem-solving efforts.

- Troubleshoot data entry errors, resolving issues quickly and accurately and reducing error rates by 15%.
- Consistently met and exceeded targets, while maintaining a high level of quality.
- Maintained a high level of data confidentiality and adhered to data protection regulations.

### Education.

- Bachelor of Science in Project Planning & Management. Moi University. Sep 2024 -Ongoing.
- Certificate: Initiating and Planning Projects, University of California, Irvine School of C.E . August 2021
- Professional Certificate: Google IT Support, Coursera . April-Aug 2021
- Diploma in ICT Management Institute of Advanced Technology, April 2017 – August 2018.
- CCNA Network Fundamentals, Kenyatta University. January – March 2013.

### Referees.

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