**KELVIN**

***CAREER OBJECTIVES***

* To develop my career in Communication by transferring my knowledge, skills and experience in Digital Communication, Customer Service, Media Monitoring and Broadcast Journalism to a reputable company and contribute fully towards achieving the goals of a company or an independent firm.
* To learn and update myself in all developments in the field of Communication by originating research, reading relevant materials and relating them to daily tasks.

***EDUCATION BACKGROUND***

2008-2010 Multimedia University

Diploma in Mass Communication

**Core areas**

* Advanced Radio and directing.
* Announcing for Radio
* Script writing for TV and Radio
* Audio Production recording and directing
* Photojournalism
* Advanced News writing and Reporting
* Media Promotion and Advertising
* Entrepreneurship

2004 – 2007 St Mathew’s ACK Webuye

KCSE Certificate; Mean Grade C+

**Online Courses**

1. Social Media Strategy for Small Businesses: Certificate (Alison)

2. Online Advertising: Certificate (Open2Study) 3. Writing for the Web: Certificate (Open2Study)

***WORK EXPERIENCE AND ACHIEVEMENT***

1. **Communications based company (BetPalace): January 2019 – July 2019**

**Roles**;

* Designing and coming up with Social Media Campaigns to foster sales.
* Ensuring that all social Media handle posted and responded to at the right time.
* Making sure that all customer issues on Facebook, Twitter and Instagram (Social Media) are handled satisfactorily
* Coming up with ideas on Promotions in collaboration with the sales team to boost sales.

1. **Social Media Head (Sportybet Kenya): August 2018 - Dec 2018**

**Roles**;

* Ensure that all escalated issues are sorted in good time.
* Ensuring that all social Media handle posts are in order.
* Making sure that all customer issues on Facebook, Twitter and Instagram (Social Media) are handled by the team in real time.
* Coming up with ideas on Promotions in collaboration with the sales team to boost sales.

1. **Customer Care Executive (mCHEZA Kenya - Acumen Communications) – May 2016 -July 2018**

**Roles*;***

* Check the customer’s account to assist in password related queries and Complains.
* Handle Customer’s complains, general inquiries and offering further assistance in regards to the company’s products and services.
* Calling out Customers to inform and update them on the already escalated and resolved issues.
* Responding to emails, WhatsApp Messages and SMS on Customer Complains, Queries and further assistance on the Company’s products and services.
* Being part of the creative and innovative team that comes up with ideas on improving and formulating measures to improve the Company’s products and services.
* **During this time**: I worked for Shinda Washinde 1st Edition on their Social Media platforms to raise awareness campaigns and educate customers on Raffle tickets since this product was under the Umbrella of Acumen Communications.

1. **Customer Care Executive (Airtel Kenya) at Horizon Contact Centers – September 2014 to May 2016**

**Roles;**

* **Inbound**; involves picking calls of customers with various challenges like Airtel line Replacement, network and internet problems and subscription of Airtel Offers including Voice, SMS and Data packages.
* **Outbound**; Involves calling Customers to seek if their problems have been resolved and ask for their opinions on what they think can be done to make Airtel services better.
* **Social Media**; this involves chatting and serving Airtel Customers who are in the social media Platforms either in Facebook or Twitter.

**5. Media Monitor at Globe Track International Company from May 2011 – June 2012**

**Roles**;

* Monitoring Radio and TV adverts for the company’s clients
* Ensuring by analyzing that every information is well entered in the excel sheet and in the portal and that it is in the right form before reaching the supervisor.
* Monitoring Radio Maisha, Kiss 100, Classic 105, Capital 105, K24 and The Standard Newspaper as per the expectations of the of the company and clients on board.

**6. Producer and Reporter at Kenya Broadcasting Corporation (KBC), RadioTaifa: May - July 2011**

**Roles;**

* Producing and ensuring that “Pepea Africa” show runs as expected
* Researching extensively to ensure that the Presenter of the show is well African informed
* Going to field for news, writing news scripts, translating, audio editing and voicing news stories

**7. Reporter at the Ministry of Information and Communication, from September – December2009**

**Roles;**

* News gathering and research, hard news and feature writing, editing stories and photography for Kenya Today (The Ministry’s News Paper)

***PROFESSIONAL SKILLS AND CAPABILITIES***

* Ability to empower others by way of information
* Have what it takes to be part of a dynamic and energetic team
* Have a nose for news and professional demeanor in the production room
* Ability to write reports, business correspondence and news stories in a concise, balanced manner free of bias, distortion or poor taste

Contact Details:

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Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

YouTube Video CV

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

View My CV on Gulfjobseeker.com CV Database

<http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

Chat with me Live on Zoom

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>