

LOISE KING'ORA

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PROFESSIONAL SUMMARY

Dynamic and dedicated professional with a strong background in community development, clerical and administrative duties, freelance writing, and digital marketing. Proven track record in managing projects, delivering high-quality customer service, and creating engaging content. Skilled in office management, data entry, content creation, and digital campaigns, with a focus on detail and a commitment to continuous improvement.

CORE COMPETENCIES

- **Community Development:** Leadership in community project facilitation and growth.
- **Clerical & Administrative Expertise:** Customer service, data entry, file maintenance, and office database management.
- **Content & Digital Marketing:** Research, content creation, digital campaigns, and social media management.

PROFESSIONAL EXPERIENCE

Customer Service Executive

Vast Realty

August 2023 – Present

- Provide exceptional customer service, address client inquiries, and resolve issues promptly.
- Maintain and update customer records, ensuring accuracy and confidentiality.
- Assist with real estate transactions and support the sales team.
- Develop and implement digital marketing strategies to enhance brand visibility and drive engagement.
- Manage social media platforms, create engaging content, and track performance metrics.
- Collaborate with the marketing team to design and execute targeted email campaigns.

Social Welfare Officer

State Department of Interior - Civil Registration Services

February 2022 – April 2023

- Delivered customer service by handling client applications effectively.

- Processed and maintained vital records, including birth and death registers.
- Managed manual and electronic databases to ensure data accuracy and reliability.
- Supported operations through document scanning, filing, and retrieval.

Content Writer

Freelance

October 2020 – December 2021

- Conducted thorough research across various topics.
- Created, edited, and refined content to meet client standards.
- Ensured all articles were polished and error-free prior to delivery.

Assistant Project Officer

Well of Hope International

September 2018 – September 2020

- Collaborated with stakeholders including government agencies, NGOs, and the private sector.
- Managed project activity databases to keep records current.
- Supported the growth of Behavior Communication Change Groups (BCCGs) by facilitating operations.
- Mobilized women for peer education, enhancing organizational visibility.

Customer Care Executive

Cretum Properties Limited

August 2017 – July 2018

- Delivered high-quality customer service by addressing and resolving inquiries.
- Maintained and updated customer records for improved service efficiency.
- Analyzed market trends and customer feedback to enhance service offerings.

EDUCATION

Diploma in Social Studies and Counseling

The International Foundation for the Advancement of Reflective Learning and Teaching

March 2020 – December 2021

- Graduated with First Class Honors.

Bachelor's Degree in Development Studies with IT

Maseno University

August 2011 – July 2015

- Graduated with Second Class Honors - Lower Division.

Certificate in Kenya Certificate of Secondary Education

Moi Girls - Isinya

January 2007 – November 2010

- Achieved Mean Grade B-.

TRAINING**Virtual Assistance Skills**

ALX

September 2024 – November 2024

- Completed an intensive two-month training program in virtual assistance skills.
- Gained expertise in administrative support, scheduling, data management, and client communication.

SKILLS

- Independent, deadline-driven, with strong initiative and judgment skills.
- Eager to learn and adapt to new challenges.
- Proficient in Microsoft Office Suite, Canva, and digital marketing tools.
- Excellent interpersonal communication; fluent in English and Kiswahili.

REFERENCES**Raynold Yalwala**

Supervisor, Vast Realty

Phone: 0721-664-280

Christine Gachau

County Civil Registrar, Civil Registration Services

Phone: 0710-838-606

Lilian Njeri

Project Officer, Well of Hope International

Phone: 0724-113-016