

Hillary Chirchir

Summary

Quality-focused Data Analyst with a proven track record of offering two years of experience, producing quality outcomes and expertise at coordinating and completing projects within specified time. Skilled with strong attention to detail and accuracy. Offering key strengths in time management and communications across all levels of personnel, management and clientele.

Experience

Call Centre Agent, 01/2022 - 04/2022

Safer Road Rescue - California, United States of America

- Managed numerous calls, including creating leads, jobs and customer reviews to ensure customer issues were dealt with accordingly.
- Documented call notes onto CRM during calls to use for marketing, sales and company improvement purposes.
- Increased positive customer satisfaction by offering friendly, helpful and informative customer service.
- Thrived in fast-paced and deadline-driven environments to achieve company goals.
- Provided extensive knowledge to customers regarding product range, availability, price and company policies.
- Made over 40 leads and converted over 20 jobs calls daily hitting company daily targets and also surpassing therefore hitting bonuses.
- Answered and dealt with over 10 customer cases per day, regarding complex problems or difficult situations.
- Monitored personal performance by assessing customer reviews from surveys, proactively making improvements when required.
- Converted 40 leads to customers on an 8hr shift daily basis.
- Created reports on personal performance, documenting items such as issues resolved, recurring issues and customer wait times.
- Efficiency answered all outbound calls within the specified minutes, maintaining within company KPIs.

Data Analyst, 01/2021 - 12/2021

Samasource Inc - Nairobi, Kenya

- Coordinated, scheduled and executed in-depth data entry projects for AI based projects (Autonomous Vehicle software).
- Annotate and label data/content using annotation tools.
- Data annotation (Autonomous Vehicle Labeling) in 2D/3D, image labeling, segmentation and video labeling.
- AI Multi-Sensor Linking, Ride Event Classification and Scenario labeling for autonomous vehicles.
- Locate, label and categorize various elements in large textual and image/video datasets.
- Identified errors in data entry and related issues by mentioning to supervisors for resolution.
- Provide feedback for efficient labeling and to improve data quality.
- Conduct linguistic analysis of annotation edge cases.
- Actively contribute to the continuous learning mindset of the organization by bringing in new ideas and perspectives that stretch the thinking of the group.
- Implement annotation procedures to achieve consistent annotation.
- Supported office operations, managed client correspondence, tracked records and handled internal communications.
- Scheduled and coordinated meetings between agents and clients on job related discussions and events.
- Transcribed data after verifying information to deliver projects with 100% accuracy.
- Worked as a quality analyst for my project team, making sure that the agents hit their daily targets and work done meets the 100% quality.

Web Developer, 08/2019 - 01/ 2021

Deloitte IT Solutions - Nairobi, Kenya

- Designed, built and maintained complete websites and applications by using code languages.
- Created landing pages, dashboards and web applications using HTML/CSS and Javascript, SQL and Python programming languages.
- Defined and conducted design processes at all stages, including research, testing and implementation.
- Completed design projects to meet budget, equipment, performance and legal requirements.
- Reviewed information regularly on websites and pages to ensure that it was accurate.
- Regularly collaborated with senior developers in projects, achieving optimum skills and learning from them.
- Participated in pre-project analysis and technical assessments to ensure the creation of a user-friendly interface.
- Built reusable code that could be utilized in other projects, effectively saving the company money.
- Directed design, writing and production of page content to fulfill project demands and satisfy customer needs.

Skills

- Computer literacy
- Data gathering
- Phone system adept
- Fast typing
- Multitasking
- Analytical abilities
- Data quality
- Information organization
- Database management
- Data entry

Education

2021 Sama School Training Kenya - Nairobi

Artificial Intelligence (AI) Artificial Intelligence Training Program

- Coursework in Data analysis and annotation, Lidar 2D/3D annotation, AI Multi-Sensor Linking, Ride event training, Scenario labeling.

2019 eMobilis Mobile Training Academy - Nairobi

Computer Programming Mobile Software Development & Entrepreneurship Program (MIT)

- Coursework in Coding using HTML/CSS, Javascript, SQL, Python. Computer programming tools. Website development and designing, Creating android applications and games.

2017 Kituro High School - Kabarnet, Kenya

Certificate of Secondary Education Secondary School education

Accomplishments

- Sourced, negotiated and secured AI Data Analyst contract, resulting in 1yr of employment among other benefits.
- Achieved the Employee of the month title in July 2021 awarded by the Samasource Co Manager.
- Award winning final year project for the best top 5 projects issued by eMobilis Mobile Academy on Aug 2019

Certifications and Licenses

- Achieved certification through the Sama School Training Kenya (Sama) awarded by Sama School issued May 2021.
- Mobile Software Development and Entrepreneurship program certificate awarded by eMobilis Mobile Training Academy issued Aug 2019.
- Data Analyst License.
- Mobile Software Developer License.

Hobbies

- Reading novels
- Listening to music
- Watching movies
- Traveling