Komba Simon Ochingwa

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**Professional Summary**

Dedicated and highly organized professional with over 5 years of experience in educational and operational roles. Proven ability to manage executive schedules, handle confidential information, and support high-level meetings. Known for attention to detail, communication skills, and the ability to thrive in fast-paced environments. Committed to driving success through effective learning operations and support.

**Experience**

**FREELANCE TUTOR | SELF EMPLOYED | NOVEMBER 2021 - PRESENT**

* Specialized in individual tutoring in various subjects, focusing on critical thinking and problem solving for high school students.
* Leveraged technology to provide students easy access to information.
* Maintained detailed records of student progress, using data to inform future instruction and target areas for improvement.
* Improved student performance by 15% through targeted tutoring strategies.

**OPERATIONS SPECIALIST | MENTORNAUT OU | JANUARY 2022 – JUNE 2022**

* Represented the executive's interests in client meetings, providing valuable insights.
* Maintained database systems to track and analyze operational data.
* Monitored KPIs and took corrective actions to maintain high performance standards within the department.
* Successfully implemented a new operational process, improving efficiency by 20%.

**BBIT INSTRUCTOR | EAST AFRICA INSTITUTE OF CERTIFIED STUDIES | SEPTEMBER 2019 – DECEMBER 2020**

* Developed and implemented engaging curricula and lesson plans for diverse student populations.
* Communicated student progress to parents and guardians to foster a collaborative approach to educational goals.
* Optimized day-to-day instruction to align with industry best practices.
* Organized extracurricular activities to enrich students' educational experiences beyond the classroom.
* Increased student engagement by 25% through innovative teaching methods.

**ASS FOOD & BEVERAGE CONTROLLER | THE LORD ERROL GOURMET RESTAURANT | APRIL 2018 – DECEMBER 2018**

* Managed administrative tasks, record keeping, and reporting to sustain food and beverage operations.
* Collaborated with other departments to plan and execute successful events.
* Streamlined ordering processes to maintain optimal inventory levels and minimize excess stock and spoilage risks.
* Handled customer inquiries and ensured exceptional service delivery.

**Education**

**BACHELOR OF SCIENCE IN INTERNATIONAL BUSINESS ADMINISTRATION | SEPTEMBER**

**2020 | UNITED STATES INTERNATIONAL UNIVERSITY – AFRICA**

**Skills & Abilities**

* Strategic Operational Management
* Advanced Client and Task Management
* Calendar Management
* Data Management
* Research and Analysis
* Customer Service
* Executive Assistance
* Strong attention to detail
* Proactive problem-solving
* Excellent communication skills
* Ability to navigate ambiguity

**Technical skills**

* Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access)
* Experienced with CRM software (e.g., Slack)
* Skilled in project management tools (e.g., Asana, Jira)
* Google Workspace (Sheets, Slides, Docs, Calendar, Mail)
* Freshdesk

**Achievements**

**Fidelity Investments Customer Relationship Advocate Job Simulation on Forage -**

**April 2024**

* Completed a simulation focused on learning customer service on the Fidelity Investments team
* Navigated multiple customer calls effectively using active listening skills

**Volunteer Experience**

* Volunteer, Community Project at Mai Mahiu IDP Camp, 2011
* Volunteer, CSR Project at Murema Primary, 2013
* Teacher, Children's Ministry at Deliverance Church International Mathare North, 2013 to Present.

**References**

Available upon request.