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Cover Letter: Senior Operational Excellence and Quality Manager

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Dear Hiring Manager,

I am writing to express my strong interest in the Senior Operational Excellence and Quality Manager position at M-KOPA Solar. As a former M-KOPA employee who contributed to the company's operations between 2015 and 2017, I am excited by the opportunity to return in a senior capacity - bringing with me over eight years of progressive experience in operational excellence, process improvement, and quality management across high-growth organisations in East Africa.

Since leaving M-KOPA, I have built a career centred on diagnosing systemic operational bottlenecks and deploying permanent process fixes. At Solar Panda, I resolved critical operational inefficiencies by deploying real-time data tools, achieving a **25% improvement in overall efficiency**. I built an internal knowledge base that **reduced support requests by 50%**, and I streamlined cross-functional workflows to maintain a **90% on-time SLA resolution rate** on complex cases. I trained **50+ system users** on new processes and best practices, directly cutting support volume and driving rapid organisational adoption.

- Achieved 25% efficiency gain through process redesign and real-time operational data tools
- Reduced support requests by 50% by building a scalable knowledge base and training 50+ users
- Maintained 90% SLA compliance on cross-functional issue resolution
- Co-designed and implemented SOPs ensuring 100% service consistency across teams
- Improved customer retention by 10% through systematic feedback analysis and service quality improvements

What makes my profile uniquely suited to this role is that I have repeatedly been asked to build operational processes from scratch - precisely the challenge this position presents. At Solar Panda, I created feedback channels, knowledge systems, and quality workflows where none existed, transforming fragmented operations into standardised, measurable processes. At Kuni Kraft, I built end-to-end production and fulfilment workflows from the ground up, managing the full lifecycle from concept to delivery. This build-from-scratch capability, combined with my familiarity with M-KOPA's operational context, customer base, and mission, positions me to make an immediate and lasting impact.

M-KOPA's mission to accelerate financial inclusion through innovative asset financing is one I believe in deeply - having seen first-hand how the company transforms access to clean energy and essential services for underserved communities. I would welcome the chance to bring my operational expertise, quality management skills, and insider perspective to help M-KOPA scale its impact further.

I would welcome the opportunity to discuss how my experience aligns with M-KOPA's operational goals. Thank you for your time and consideration.

Sincerely,
Natasha Omondi