

# Natasha Omondi

+254 723 864 477 | omondinatasha@gmail.com | linkedin.com/in/natashaomondi | Nairobi, Kenya

## PROFESSIONAL SUMMARY

Operational excellence and quality management professional with **8+ years of progressive experience** building, optimising, and scaling operational processes across high-growth organisations in East Africa. Proven track record of diagnosing systemic bottlenecks and deploying permanent process fixes: **25% efficiency gains, 50% reduction in support requests** through knowledge-base development, and **90% SLA compliance** on complex cross-functional issues. Adept at SOP development, quality assurance, continuous improvement, and cross-functional leadership - with hands-on experience training 50+ users and driving rapid organisational adoption of new systems and workflows. Former M-KOPA employee returning with deep domain knowledge of the company's operations, customer base, and mission to accelerate financial inclusion through asset financing.

## CORE COMPETENCIES

Operational Excellence

Process Improvement

Quality Assurance

Lean Methodologies

Cross-Functional Leadership

Training & Development

Data-Driven Decision Making

SOP Development

Performance Management

Stakeholder Management

## WORK EXPERIENCE

Kuni Kraft

May 2024 - Present

### Operations Lead

Kenya

- Product & Project Management:** Led end-to-end product development and sprint timelines for handcrafted decor lines, managing concepts from initial design through to market release with strict quality standards.
- Operational Efficiency:** Optimised production workflows and inventory tracking systems, streamlining order fulfilment and reducing turnaround times through process mapping and waste reduction.
- Market Positioning & Growth:** Defined brand strategy and product positioning using data-driven customer feedback and sales trend analysis to refine product design and expand client reach.
- Cross-Functional Execution:** Managed vendor sourcing, budget allocation, and creative execution to deliver high-quality custom pieces on schedule - building operational processes from scratch in a greenfield environment.

Solar Panda

March 2020 - April 2024

### Operations Support

Kenya

- Process Improvement:** Resolved key operational bottlenecks by deploying real-time data tools to address user pain points, improving overall efficiency by **25%**.
- Knowledge Management:** Built a monthly internal knowledge base to solve recurring system issues, cutting average resolution time by 15% and creating a sustainable self-service support model.
- SLA Performance:** Streamlined cross-team collaboration to tackle complex client cases, achieving a **90% on-time SLA resolution rate**.
- Training & Capability Development:** Cut support requests by **50%** by training 50+ system users on workflows and best practices, driving rapid adoption and smoother daily operations.
- Cross-Functional Leadership:** Created direct feedback channels between ERP end-users and management, improving communication, team dynamics, and cross-functional trust.
- Quality Assurance:** Partnered with tech teams to convert user feedback into system upgrades, streamlining workflows and boosting platform usability.
- Data-Driven Optimisation:** Analysed user behaviour and client usage patterns to optimise key product features, driving a 40% increase in customer experience scores.

Quality & Service Operations

Kenya

- **SOP Development:** Co-designed and implemented call centre agent SOPs, ensuring 100% service consistency and standardised support workflows across the team.
- **Quality Assurance:** Earned a Spot Award for company leadership after founding an internal library to promote continuous learning and professional development.
- **Performance Management:** Created a quarterly internal newsletter to celebrate team wins and company milestones, driving a 25% increase in overall employee engagement.
- **Training & Onboarding:** Trained and onboarded 10+ customer service representatives, ensuring strict adherence to service standards and operational policies.
- **Continuous Improvement:** Gathered user requirements and operational insights to guide the development of a custom CRM, significantly streamlining daily workflows.
- **Product Quality Feedback:** Enhanced product quality by identifying recurring defects and communicating actionable feedback to management and development teams.
- Awarded the company Gold Award in recognition of delivering exceptional, high-touch customer service.

M-KOPA Solar

April 2015 - October 2017

Customer Service Representative

Kenya

- *Former M-KOPA employee returning with 8+ years of progressive operations experience.*
- **High-Volume Operations:** Maintained a **95% first-call resolution rate** while managing high-volume operations of 100+ daily support calls.
- **Data Quality & CRM Accuracy:** Achieved and maintained **98% data accuracy** across all client records by systematically processing information in the CRM.
- **Revenue Operations:** Capitalised on customer interactions to cross-sell and upsell complementary products, directly boosting annual revenue by **15%**.
- **Service Quality & Retention:** Contributed to a **10% improvement in customer retention** through high-quality service delivery and feedback analysis to support service improvements.

The Hilton Hotel

December 2012 - March 2013

Management Trainee

Kenya

- Delivered professional guest service during check-ins, check-outs, and reservations, enhancing the customer experience through clear, courteous, and effective communication.
- Collaborated across departments to maintain service excellence, demonstrating strong interpersonal skills and the ability to adapt messaging for varied audiences.
- Supported front-of-house operations by communicating guest preferences and feedback to hotel teams, ensuring prompt and tailored service delivery.
- Shadowed senior managers across key hotel departments, gaining hands-on experience in internal coordination, service standards, and cross-functional communication practices.

EDUCATION

Bachelor of Science in Hotel and Restaurant Management - [United States International University-Africa](#)

2009 - 2013

Kenya. Graduated with Honours; Magna Cum Laude. Awarded 1st Top Hotel and Restaurant Management Best Student.

Empowering Managers Programme - [African Management Institute](#)

2021

Kenya. Leadership and management development programme.

SKILLS

**Soft Skills:** Communication, Relationship Management, Cross-Functional Collaboration, Project Management

**Technical:** Data Management, Workflow Optimisation, SOP Development, Root Cause Analysis, Social Media Engagement

**Software:** CRM Systems, ERP Systems, Microsoft Office Suite