

Churchill Odhiambo

Teacher | Lecturer | Sales Representative | Operations Specialist

CONTACT

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EDUCATION

University of Johannesburg
BA Honours Psychology
2014

University of Johannesburg
BA Development Studies
2013

TRAINING

The TEFL Academy
Level 5 Teaching of
English as a Foreign Language
course (168hrs)

PROFILE

I am a degree-educated, qualified EFL teacher. I enjoy being creative and have a passion for teaching and create stimulating lessons to inspire a class. Working in a team brings out the best in me as I communicate well at all levels and ages. Mature and lively, I have a knack for cooking and a variety of other hobbies including traveling and reading. Always ready to adapt to changes around me, I would remain committed to improving my teaching skills further and contributing to the success of the school.

EXPERIENCE

Rev.com – Johannesburg, South Africa
Freelance Transcriptionist, February 2022 - June 2023

Remote freelance role transcribing, quality-checking AI-generated transcripts, editing and formatting according to Rev standards.

- **Quality and Accuracy:** Developed corrective actions to achieve a 97% Accuracy Score and 100% Formatting Score.
- **Timely Submissions and Compliance:** Adhered to customer and organizational guidelines, submitting files under tight timelines.

University of Johannesburg - Johannesburg, South Africa
Office Manager, March 2018 - February 2022

Front office management role serving as a point of contact for visitors to the Department of Psychology.

- **Visitor and Inquiry Management:** Welcomed visitors, staff, and students, and handled inquiries via phone, email, and in person, leveraging in-depth knowledge of admissions and university regulations.
- **Information Flow and Customer Relations:** Worked closely with student assistants to ensure efficient information flow between staff and visitors, addressing issues to maintain positive relations.
- **Administrative Support:** Collaborated with lecturers to schedule venues for lectures, tests, and exams, process applications, track documents, and contact applicants about missing information.
- **Coordination and Onboarding:** Coordinated student interviews and assisted with new staff onboarding, adhering to data privacy and confidentiality best practices.

KEY SKILLS

JOB SPECIFIC

- ✓ Lesson Planning
- ✓ Language Teaching
- ✓ Process Optimization
- ✓ Project Management

INTERPERSONAL

- ✓ Personable
- ✓ Inspirational Leadership
- ✓ Effective Communicator
- ✓ Collaborative

ADMINISTRATIVE

- ✓ Customer Relationship Optimization
- ✓ Data Analysis and Reporting
- ✓ Budget Management
- ✓ Data Analysis and Reporting

EXPERIENCE CONTINUED

University of Johannesburg - Johannesburg, South Africa
Junior Lecturer, March 2018 - February 2022

I was in charge of the Sport Psychology module offered in second and third year.

- **Lecture Preparation and Student Engagement:** Prepared and led Sport Psychology lectures for third-year students, fostering strong rapport through discussions and advisement to ensure high pass rates.
- **Assessment and Feedback:** Graded tests, exams, and projects, providing timely progress information and feedback to students.
- **Individual Support and Substitution:** Engaged with students one-on-one to understand their motivations and stood in for lecturers with conflicting schedules.

Grindrod Integrated Logistics - Johannesburg, South Africa
Sales Representative - Gauteng, February 2017 - February 2018

My role involved identifying new business opportunities and delivering tailored solutions to meet customer needs.

- **Business and Sales Development:** Drove and implemented sales development strategies in the Gauteng region, fostering relationships with internal and client stakeholders through regular customer visits.
- **Operational Excellence:** Developed Standard Operating Procedures for sales operations, ensuring adherence to SLAs and contractual SOPs, and proactively resolved stakeholder issues independently.
- **Continuous Improvement:** Led initiatives to enhance sales processes based on customer feedback, focusing on delivering customer value. This contributed to a 25% increase in customer retention within the first year through strategic planning and effective stakeholder engagement.
- **Reporting and Analysis:** Prepared weekly sales and stock reports for nationwide sales teams and management.

ALMAR Containers (EA) Ltd - Nairobi, Kenya
Senior Operations Associate, June 2014 - February 2017

This was a sales and operations role as part of a growing East African operation, where I handled sales and operations functions.

- **Business Development:** Drove B2B and B2C sales by identifying and coordinating sales and leasing opportunities with new and existing clients. Addressed client feedback, resolved concerns, and negotiated contracts. Ensured accurate and timely regional billing, enhancing financial efficiency.
- **Operations Management:** Oversaw operations across East African depots, liaising with partner suppliers and maintaining tracking spreadsheets for process monitoring and reporting. Built strong cross-border relationships based on trust and reliability. Created and implemented a depot management system, improving full truckload allocations and reducing transport costs by 60%.
- **Aftersales Support:** Provided aftersales support in adherence to SOPs. Negotiated pricing with suppliers to meet client budget requirements. Supervised a team of contractors to ensure container conversion projects were completed according to SOPs.