

Jack Ambai

Senior Customer Experience Executive

Nairobi, Kenya

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Professional Summary

Detail-oriented Customer Experience and Property Operations Management professional with over 5 years of experience across student accommodation, logistics, and insurance operations. Proven track record in customer account and portfolio management, service delivery oversight, financial and operational reporting, risk and insurance compliance, and cross-functional coordination. Adept at improving customer journeys, enforcing operational controls, and resolving customer and vendor issues to drive satisfaction, retention, and brand trust.

Core Competencies

- Customer Experience & Service Delivery Management
 - Property & Facilities Operations Support
 - Portfolio & Resident Account Management
 - Customer Onboarding & Documentation Control
 - Billing, Reconciliation & Cost Control
 - Risk Management, Insurance & Compliance
 - Incident Reporting & Claims Support
 - Conflict Resolution
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Professional Experience

Senior Customer Experience Executive

Qwetu Student Residences – Acorn Holdings Africa

Nairobi, Kenya | September 2022 – Present

- Manage day-to-day customer experience and property operations, supporting resident accounts, billing inquiries, and reconciliations in line with internal financial controls and confidentiality standards.
- Coordinate cross-functional teams including maintenance, housekeeping, and security to ensure consistent service quality, timely issue resolution, and operational efficiency across the property.
- Prepare and present operational and customer performance reports, analyzing trends and key metrics to support management decision-making and budget optimization.
- Maintain and update the property asset registry for insurance purposes, supporting effective risk management and regulatory compliance.
- Conduct risk assessments and prepare incident reports to support insurance claims processing, recovery, and mitigation of future operational risks.
- Provide guidance to staff and residents on insurance coverage, health policies, and claims procedures, improving awareness, compliance, and service transparency.
- Support staff onboarding, training, and performance management to uphold service standards and operational discipline.
- Handle resident inquiries, complaints, and escalations professionally, contributing to high satisfaction levels, customer retention, and positive brand reputation.

Dispatch Services Executive

Jumia

Nairobi, Kenya | August 2021 – August 2022

- Coordinated daily dispatch and logistics operations, ensuring accurate order processing and timely deliveries in line with defined service-level agreements (SLAs).
- Monitored delivery performance KPIs, order cycle times, and operational data to identify service gaps, efficiency improvements, and cost-reduction opportunities.
- Responded to customer inquiries and resolved delivery-related service issues promptly, contributing to improved customer experience and service reliability.

- Liaised with finance and vendor teams to reconcile order discrepancies, refunds, and service-level payments.
- Prepared weekly operational and performance reports using Excel and internal dashboards to support data-driven management decisions.

Insurance Operations Executive

Nyadwe Insurance Brokers Ltd

Nairobi, Kenya | November 2015 – November 2020

- Implemented and enforced a zero-credit policy, establishing operational controls that minimized receivables, improved cash flow, and reduced portfolio risk.
- Reviewed policy documents, endorsements, and transaction records to resolve client escalations in line with policy terms and regulatory requirements.
- Conducted comparative analysis of insurance products across multiple insurers, advising clients on appropriate coverage options based on risk profiles and needs.
- Prepared and issued accurate insurance quotations, ensuring timely turnaround and compliance with internal procedures.
- Received, reviewed, and analyzed claims documentation to support reimbursement and claims processing.
- Supported customer onboarding and policy administration, ensuring complete documentation and adherence to regulatory and company standards.
- Responded to client inquiries and resolved policy-related issues professionally, contributing to customer retention and satisfaction.
- Promoted risk awareness by clearly explaining policy terms, coverage limits, exclusions, and claims procedures to clients.
- Trained and supervised interns, ensuring compliance with operational processes and service standards.

Education & Professional Qualifications

Certificate of Proficiency (C.O.P) in Insurance

College of Insurance, Nairobi, Kenya

Diploma in Business Management

Kenya Institute of Management, Nairobi, Kenya

Kenya Certificate of Secondary Education (KCSE)

The Highway Secondary School, Kenya

Referees

Ms. Jacqueline Kamau

Regional Manager – Customer Experience
Acorn Holdings Africa (Qwetu Student Residences)
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