

# KEVIN OMONDI OSALLAH

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## TECHNICAL SALES EXECUTIVE

### Profile

Dynamic Mechanical Engineer with over 8 years of experience integrating engineering, sales, and ICT solutions. Proven success in deploying intelligent data capture systems, managing client relationships, and driving sales of technical solutions. Skilled in technical execution, customer support, sales, and business development – ensuring that customer satisfaction and strategic growth remain central to every solution we deliver. Proven track record in delivering customer-centric solutions, managing ISO 9001:2015 quality standards as an internal auditor, and leading strategic growth initiatives. Driven by innovation, continuous learning, and a collaborative mindset. I am passionate about leveraging my engineering expertise to drive innovation, build lasting client relationships, and uncover new business opportunities – all while upholding the highest ethical and professional standards.

### Skills

Technical Support & Troubleshooting	Pre-Sales Support & Product Demonstrations
Digitization and Automation	Preventive and Corrective Maintenance
Quality Assurance and Compliance	Business Development and Strategic Partnerships
Communication Skills	Team Collaboration & Leadership
Project Coordination & Implementation	Analytical Thinking and Problem Solving

### Core Values

- **Innovation:** Embrace change and lead with forward-thinking solutions.
- **Integrity:** Uphold the highest standards of honesty and accountability.
- **Customer Focus:** Deliver value through understanding and exceeding client needs.
- **Excellence:** Commit to quality, precision, and continuous improvement.
- **Collaboration:** Foster teamwork and open communication to drive success.

### Education Background

- **BSc. Mechanical Engineering**, University of Nairobi, Kenya (2016)
- **Kenya Certificate of Secondary Education**, St. Mary's School, Yala (2009)

## Work Experience

### Digital Solutions Consultant

**REEFO Limited** (March 2023 – Present)

- Lead an innovative ICT solutions provider specializing in advanced document management systems, enterprise software integration, and electronic shelving solutions, serving diverse industry needs.
- Drive solution sales of document management and enterprise software to SMEs and public sector clients.
- Deliver technical demonstrations, proposals, and lead pre-sales consultations.
- Oversee the development, integration, and deployment of customized, technology-driven solutions including EDMS, CRM, ERP and business intelligence solutions aimed at enhancing operational efficiency, bolstering document security, and streamlining data accessibility for client organizations.
- Direct strategic planning for digitalization projects and drive business development initiatives, leveraging emerging technologies to fuel sustainable growth.
- Provide executive oversight in project execution, design, budget, ensuring adherence to quality standards, industry regulations, and timely project delivery aligned with client requirements.
- Collaborate with clients to identify complex organizational challenges, designing and implementing bespoke, high-performance solutions that address specific technological needs.
- Provide leadership in change management, stakeholder communication, reporting, and user adoption strategies, ensuring smooth digital transition across departments.
- Ensure compliance with industry standards and best practices in all project deployments, with a focus on leveraging advancements in ICT.

### Hardware Systems and Electronics Engineer

**COSEKE Kenya Limited** (July 2017 – March 2023)

- ISO 9001:2015 Internal Auditor – ensuring the quality systems as well as the standard operating procedures and guidelines are developed, followed and updated where necessary.
- Installation, service and repair of electronic computer bulk mobile shelving systems integrated with digital records.
- Conducted client site visits, training, and resolved hardware/software escalations.
- Liaised with sales teams to advise on technical feasibility and client needs.
- Installation, monitoring, maintenance and support of IT hardware equipment including scanners, ticketing systems, desktops, servers, network, and peripheral equipment.
- Manage both physical and electronic records, including document scanning, indexing, and storage.
- Maintain data accuracy, integrity, and consistency ensuring compliance with data privacy regulations.
- Customer support, training, analyzing user needs and recommend appropriate hardware.
- Confer with engineering staff and consult specifications to evaluate interface between hardware and software, security, operational and performance requirements of overall system.
- Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.
- Direct technicians, engineering designers or other technical support personnel as needed.

- Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.

## **Air Conditioning Technician**

**Sagoo Holdings, Kenya** (June 2016 – July 2017)

- Install and configure vehicle air conditioning systems, ensuring proper fitting of compressors, condensers, evaporators, and refrigerant lines.
- Reading and interpretation of schematic drawings and technical documentation to determine proper radiator and evaporator work procedures.
- Perform regular A/C system inspections, refrigerant recovery and recharging, and component cleaning to ensure optimal performance.
- Ensured compliance with refrigerant handling and environmental regulations while advising customers on system care.
- Generators, heat exchangers, condensers, evaporators, and compressors programs designed for maximum output and cooling.
- Delivered technical reports and collaborated on engineering projects.

## **Industry Experience**

Insurance

Microfinance

Government services

Legal/ Professional Services

Business/ Commercial Services

## **Referees**

### **Philip Kuria**

Technical Operations Manager, COSEKE Kenya Limited,

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### **Wairimu Marion Kamau**

Customer Success Manager (EMEA) Glue-Up,

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### **Ranjit Singh Sagoo**

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