

# Abraham Otieno

OPERATIONS MANAGER / CHIEF OF STAFF • EXECUTIVE PARTNER LEAD • NAIROBI, KENYA

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WhatsApp

200+  
AGENTS ONBOARDED

80%  
FASTER TEAM RESPONSE

15+  
CLIENT PROJECTS

10+  
COMPANIES SERVED

100%  
DELIVERY RATE

3  
CONTINENTS SERVED

## PROFILE

Operations Manager and Chief of Staff with 6+ years building and leading high-performance executive support teams across East African fintech, BPO, and global remote environments. Proven track record bridging executive leadership and frontline teams — translating strategic priorities into accountable execution, coaching EA teams to deliver world-class experiences, and building the operational infrastructure that scales organisations.

Managed two concurrent senior leadership roles across separate global organisations simultaneously — a rare demonstration of high-capacity, fast-switching leadership. Nairobi-based with deep East African market fluency and cross-cultural communication experience across EAT, CET, and US time zones.

## PROFESSIONAL EXPERIENCE

PIONEER OUTSOURCING BPO • NAIROBI, KENYA (REMOTE) • JAN 2022 – PRESENT • 4 YRS 5 MOS

### Chief of Staff

Apr 2026 – Present

- Elevated to Chief of Staff after four years building the company's operational infrastructure — now accountable for senior administration, C-suite alignment, and organisation-wide strategic execution.
- Bridge between senior leadership and Executive Partner teams — ensuring every member gets the support they need while the business delivers on its commitments.
- Lead cross-functional decision tracking across all departments — every commitment has a named owner, a deadline, and visible status without exception.
- Architect the operating rhythm of the business: planning cycles, business reviews, and performance deep-dives designed and facilitated with the discipline that turns strategy into outcomes.
- Drive executive accountability at the highest level — pushing back when priorities drift, maintaining the delivery standard that protects leadership credibility.

### Executive Partner to CEO

Jan 2022 – Mar 2026 • 4 Yrs 3 Mos

- Scaled the remote agent workforce to 200+ — designing onboarding curricula, performance frameworks, and QA systems sustaining operations across multiple time zones.
- Engineered operational workflows delivering 80% improvement in team response times — eliminating bottlenecks, standardising protocols, and building the SOP library that became the backbone of daily operations.
- Delivered 15+ client projects end-to-end with a 100% on-time completion rate across multiple time zones — managing stakeholder expectations, resource allocation, and cross-functional coordination.
- Owned the CEO's entire executive infrastructure — calendar, inbox, board prep, strategic reports, and stakeholder briefings — converting organisational complexity into decision-ready clarity.
- Built and maintained reporting dashboards giving leadership real-time visibility across all business units — replacing status-chase meetings with structured weekly accountability cycles.

**Concurrent execution:** Ran this role simultaneously with a senior position at MSTRpay (Mar 2025–Mar 2026) — managing two leadership teams and two sets of strategic priorities without a single missed commitment across either.

MSTRPAY • STOCKHOLM, SWEDEN (REMOTE) • MAR 2025 – MAR 2026 • 1 YR 1 MO

### Country Lead & Executive Partner to Global CPO

Remote

- Served as the operational nerve centre for MSTRpay's Kenya market entry — functioning as **country-level Chief of Staff to the Global CPO** while coordinating directly with the Founder and CEO.
- Coordinated JV negotiations and **capital partnership development with microfinance banks and development finance institutions** — facilitating term alignment and multi-stakeholder communication.
- Maintained a real-time pipeline tracking system covering **20+ active partnerships and negotiations**, giving the Global CPO full structured visibility across a multi-timezone operation.
- Managed executive calendars, board-level coordination, and senior communications across EU, African, and US time zones simultaneously.

M-KOPA • NAIROBI, KENYA (HYBRID) • JAN 2020 – SEP 2022 • 2 YRS 9 MOS

### Customer Operations Executive

Hybrid

- Delivered operational excellence within one of East Africa's most recognised asset finance platforms — serving low-income households across Kenya with digital financial services.
- Managed CRM systems at scale, maintaining data accuracy and producing weekly performance reports that directly informed senior management decisions.
- Optimised ticket tracking and follow-up workflows — contributing to measurable improvements in response SLAs across a high-volume multi-channel operation.

OKASH KENYA • NAIROBI, KENYA (HYBRID) • NOV 2019 – DEC 2020 • 1 YR 2 MOS

### Remote Operations & Campaigns Support

Hybrid

- Supported remote operations and digital campaign execution for a fast-growing fintech lender — managing social media scheduling, performance reporting, and virtual team coordination.
- Developed processes to streamline virtual team coordination and task tracking — an early foundation in workflow design that has defined every senior role since.

## CORE COMPETENCIES

Team Leadership & Coaching	Expert
Executive Partner Management	Expert
Strategic Follow-Through	Expert
Cross-Functional Ops	Expert
Member Relationship Mgmt	Expert
Performance Management	Advanced
Board & Stakeholder Prep	Advanced
Data & Analytics	Developing

## TOOLS & TECHNOLOGY

### PROJECT & OPS

Notion Asana Trello ClickUp

### COMMUNICATION

Google Workspace MS 365 Zoom Slack

### CRM & PIPELINE

HubSpot Airtable Salesforce

### REPORTING & DATA

Google Sheets Excel Dashboards

### CURRENTLY LEARNING

SQL Power BI Data Studio

## CERTIFICATIONS

- Certified Virtual Assistant**  
International Association of Virtual Assistants
- Executive & Administrative Support**  
Professional Certification — Recognised Body

## EDUCATION

**BSc — Information Technology**  
Mount Kenya University  
In Progress • Expected 2028

**Diploma — Hospitality Management**  
The Cooperative University of Kenya  
Completed • 2019

## LANGUAGES

**English**  
Fluent • Professional

**Swahili**  
Native Speaker