James Karino Simel
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Location: Nairobi, Kenya

Profile

Results-oriented and highly skilled Senior Zoho CRM Consultant with over three years of experience in implementing, customizing, and optimizing Zoho products for diverse business needs. Adept at delivering end-to-end CRM solutions, including data migrations, workflow automation, and third-party integrations. Proficient in Deluge scripting, API integrations, and system configuration to streamline processes and enhance user adoption. Passionate about driving business growth through innovative CRM strategies and digital transformation initiatives.

Skills

Zoho Ecosystem Expertise: Zoho CRM, Zoho Recruit, Zoho Books, Zoho Desk, Zoho Creator, Deluge scripting, API Integrations
CRM Customization: Advanced workflows automation, blueprints, approval processes, dashboards, reporting
Programming Languages & Tools: Node.js, .NET, Python, ReactJS, Docker, Selenium Framework
Integrations: 3CX, Twilio, QuickBooks, Bullhorn, Zoho APIs
Data Management: Data migration, cleansing, and system integrations
Software Development: Unit Testing, Regression Maintenance, Web Development
Project Management Tools: Zoho Projects, Trello

Work Experience

Nakama Tech LTD – Software Developer
Nov 2023 – Present

- Led implementation of TLS security protocols, ensuring secure data transmission.
- Automated CRM workflows and tailored modules for dynamic operational requirements.
- Designed and deployed a lead management system, enhancing customer acquisition.
- Developed and implemented Zoho Expense integration with QuickBooks for seamless financial management.
- Provided comprehensive training, documentation, and ongoing support for deployed CRM solutions.

Pets Company – CRM Specialist (Consultant Role)
Jan 2022 – Oct 2023

- Migrated customer data from Bullhorn to Zoho Recruit, ensuring data accuracy and security compliance.
- Automated workflows and created advanced custom modules tailored to unique business needs.
- Integrated third-party tools such as 3CX and Twilio with Zoho CRM, enhancing communication efficiency.
- Designed blueprints and approval processes for improved operational control.
- Optimized Zoho Recruit and Zoho Desk to enhance user experience and efficiency.

Mediacent Interactive LTD – Zoho Developer
Jan 2023 – May 2023

- Customized Zoho CRM, including workflows, modules, and dashboards, to meet client-specific requirements.
- Automated financial reporting and payroll processes using Zoho Books.
- Configured customer support tools (Zoho Desk), improving customer satisfaction and efficiency.

Open Source Contributor
Jan 2023 – Present

- Enhanced open-source projects like Ztm-Job-Board and Ask-Devs, focusing on community-driven development.

Education

Bachelor of Science in Microbiology – University of Nairobi (2019)
Web Development Certification – Zero to Mastery Academy, Udemy (2022)

Interests

- CRM-driven Digital Transformation
- Emerging Technologies in CRM and Sales Automation
- Predictive Maintenance using AI