# **WINFRED**

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### Currently at Sharjah, UAE – willing to relocate

### Excellent in written and verbal English/ Swahili Language

**Overview**

Ability to interface and effectively work with various groups and culture involved broad minded, enthusiastic, energetic and highly driven.

**Objective**

To use intelligence and principle of regard and respect to mobilize and manage productive resources available, both human and capital in a firm for great success towards its strategic growth and competitiveness – keen to find exposure in a professional working field.

**Key Skills and Competencies**

* Good communication skills
* Document control
* Interpersonal skills
* Demonstrate goods and services to both customers and potential markets
* Attention to detail and accuracy
* Good methodical approach to work and decision making skills
* Negotiating skills
* Ability to prioritize tasks and manage time wisely

**Work Experience/ Internship**

**Mar 2013 – Aug 2016 Kenya Power and Lighting Company**

**Customer Service Associate**

A national sole power distributing utility company, managing electric metering, licensing, billing, emergency electricity service and customer relations in Kenya.

**Duties and Responsibility**

* Assessing power line surveys and the requestor’s needs.
* Processing orders, forms, application and requests
* Organizing workflow to meet customer timeframes.
* Direct requests and unsolved issues to the designated resources.
* Obtain and evaluating all relevant information to construct power line and service inquires.
* Mobilizing the required material and preparing final detailed reports.

**Achievements**

* Customer satisfaction by delivering services within the time frame, hence an increase in rural electrification penetration installation by 35%.
* Despite being a girl child, I managed deliver my services during hash weather condition and marginalized area during field work.

**Jan 2011 – Feb 2013 Modern Furniture International**

**Technical Sales Administrator**

Offers a wide range and most comprehensive range of home and office furniture design within Nairobi and its environs. Responsible for providing technical advice and direction to both external customers and internal carpentry function, involved in product and process design and price of furniture.

**Duties and Responsibility**

* Research and developing ideas for new products design and production systems.
* Provide pricing and delivery information.
* Control and maintain the design standards of the products.
* Considering issues such as cost, safety and time constraints of products.
* Purchasing, make account for the cost of raw materials used and labor and come up with the appropriate price list.
* Recording of inventory, selling of products to customers and issue of receipts.

**Achievements**

* Achieved zero unsolved customer complain.
* I was the pioneer and lead to more than 50% growth through effective negotiation of pricing and fee, ensuring the continuation and enhancements of service.

**Dec 2009 - Dec 2010 Mara Moja Commercial Agencies**

**Service Coordinator**

Company that deals in large scale supply of goods to industries in Kenya, and 2009 prequalified as Kenya Power and Lighting project Contractors, entailing a changeover of power billing system from post- paid to prepaid meter country wide.

**Duties and Responsibility**

* Organizing, distribute and verify working plan by establishing priority task in relation to human resource with the available materials.
* Coordinating customer service by providing information on the unit’s policies, product and equipment. Recording data of faulty unit, description and action taken by the technicians.
* Educating/ train customers on how to load token and monitoring meter readings to avoid running out of credit on their units.
* Order parts and maintain inventory based on demand after consultation with technicians. Coordinate and track purchased parts, arranging for return of defective equipment and ensure proper credits are received.
* Obtaining and recording the previous post-paid meter readings.
* Generate report records on meter number to meter readings of both the post-paid and pre-paid meters.
* Ensuring safety within the working area by making sure the circuit is dead and double checked before and during operations (Following LOTO procedure).

**Achievement**

Being a pilot phase, I was part of the team that made it successful hence the project is ongoing countrywide and is aimed at an estimated 5 million customers**.**

Conducted workshop for customer training on using electrical systems and management of products.

**Education and Qualifications**

**May 2005-Nov 2009**: Paramilitary (National Youth Service)

**Service woman**

**Professional Experience**

* Award: Paramilitary training
* Disaster management
* Fire fighting
* Guidance and counseling

**2007-2009:** NYS Engineering Institute

Nairobi, Kenya

Diploma in Electrical Engineering (Power Option)

**2000-2003:** Kangaru Girls High School

Embu, Kenya

K.C.S.E - Pass

**1991-1999:** Kamviu Primary School

Embu, Kenya

K.C.P.E - Pass

**Personal Attributes**

* Hard working
* Self-motivated/ team player
* Innovative
* Commitment

**Referees**

Upon request