[diana.364659@2freemail.com](mailto:diana.364659@2freemail.com)

PROFESSIONAL OBJECTIVES:

* To secure a chance in a highly competitive business firm where I can sharpen my skills in management as well as personal development.
* To be part of a goal oriented team and aid in problem solving and achievement of organizations short term and long term goals.
* To contribute to the firm’s operations through innovation and provision of credible, relevant and quality services to its clients.

KEY SKILLS:

* Good communication with critical reasoning and problem solving skills acquired through serving in different associations.
* Positive attitude, honest and self/highly motivated and ability to work under minimum supervision.
* Good interpersonal skills with the ability to work both independently and as a team.
* Ability to deliver under a given time frame and hitting the set targets.
* Excellent mastery of operations, service delivery, relationship building and people management.

WORK EXPERIENCE:

2016: TALLY SOLUTIONS KENYA LIMITED (JULY – TO DATE)

* CUSTOMER SUPPORT (JANUARY 2017)
* Receiving customer support calls from customers and onboarding partners
* Resolving challenges met while using Tally.ERP9 software on phone or through desktop sharing.
* Forwarding complex situations to the head office for technical/backend support.
* Recording support data on the CRM system.
* ADMINISTRATIVE ASSISTANT DUTIES
* Telephone/web based enquiries to develop leads from prospects including use of the leedfeeder tool.
* Telemarketing the company products.
* Preparation of necessary documents as well as replying to official company mails in regards to our

software attaching to the relevant Business Development Managers.

* Developing and maintaining personal knowledge of priority sectors to the business.
* Market trends and routes to market for improved effectiveness within a sales function.
* Secretarial duties of attending meetings and writing minutes including their circulation.
* Management of the diary and calendar for company functions as well as webinars from the Head

Office to ensure seamless running of activities as the single point of contact (SPOC).

* Preparing for meetings as well as events like conferences to be attended to ensure that prompt follow

ups are made for provisions and proper company image.

* Working at the front office as the face of the company, meeting guests and ensuring their comfort.
* Handling and receiving all calls made to Tally and handling the visitor’s book.
* Assigning leads as well as upgradations and renewals of licenses to the suitable Business Development

Managers for follow ups and license generation to the clients.

* Writing reports in the Excel and google sheets and ensuring the outcomes are recorded and circulated

promptly to all team members.

* Handling and ensuring functionality and maintenance of all office equipment as well as availability of

required stationery and office supplies.

* Printing out a daily motivational quote to display at selected office areas.

2015: INTERNSHIP KENYA CIVIL AVIATION AUTHORITY (JANUARY - APRIL)

* AIRWORTHINESS DEPARTMENT
* New issues, conversions and renewals of AMEL licenses.
* Preparation of;
  + - Radio forms.
    - Certificate of Airworthiness issue and renewal.
    - Payment requisition forms for clients.
    - Special flight permits.
    - Acceptable Deferred Defect (ADD) authorizations.
    - Aircraft Maintenance Engineer License (AMEL) invitation forms and results

Notifications.

* Exam booking for AMEL oral and written exams.
* Evaluation of Maintenance Procedures Manual (MPM) and Approved Maintenance Programme

(AMP) and writing a report on the findings by use of the Aeronautical Information Circular (AIC).

* Evaluation and validation of documents for an Aircraft Maintenance Organization (AMO) foreign license holder to issue a local license.
* Calculations of import duty and exemption fees for importation of aircraft spare parts.
* Evaluation of the Illustrated Parts Catalogue (IPC), airway bill and invoices for VAT.
* Secretarial duties of file movements and working in the registry.

EDUCATION

2012- 2015: MOI UNIVERSITY

BACHELOR OF BUSINESS MANAGEMENT (AVIATION).

1ST CLASS HONOURS

2009: LUGULU GIRLS HIGH SCHOOL

KCSE A- (MINUS)

2006: MUKUMU GIRLS BOARDING.

KCPE 398

COMPUTER SKILLS:

* Word
* Excel
* PowerPoint
* Publisher
* Emailing
* Webinars
* CRM System
* Leedfeeder
* Outlook
* Tally.ERP9 Software

LANGUAGES

Fluent verbal/written:

* English
* Kiswahili
* French

INTERESTS

* Travelling
* New exhibitions and expos
* Fashion
* Cooking
* Music

OTHER INFORMATION

Date of birth : 28 February 1993

Nationality : Kenyan

Religion : Christian

Tribe : Kisii

Marital Status : Single

* PERSONAL DETAILS

I am a dynamic and hardworking individual with a degree in business management (aviation) acquired through course work and practical training. I am reliable, trustworthy, goal oriented with good leadership and interpersonal skills and can work under minimal supervision as well as under pressure to meet deadlines.

* KEY ACHIEVEMENTS
* I graduated with a first class honors in Business Management (Aviation) in Moi University
* I actively participated in campus associations and was responsible for administration’s daily maintenance and continuation training on a daily basis.
* Controlled and managed a diverse work force and additional team in some associations in their best levels of professionalism.
* Provided management and support to a dedicated team and motivating them towards the achievements of goals and objectives.
* Provided effective dynamic and inspirational leadership in order that every member/official was able to fulfill their true potential.