Timothy

DOB: 03 January 1989

KENYAN

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**PROFILE SUMMARY**

I am Finance graduate from Coventry University UK; I have worked as a customer service representative in Madison Insurance and an account intern at Watson technologyNairobi which has enabled me to develop valuable skills and understanding of various customer care and financial accounting duties. I possess mastery in various Microsoft Office packages such as Word, Excel, PowerPoint and Outlook which would come in handy in achieving your organization’s goals and objectives. Seeking a position in an ever-growing firm where I can bring immediate value and develop my current skill set further.

**CAREER OBJECTIVE**

To utilize my career acquired knowledge and experience the best I can to enable the organization am working for to reap the best out of its operation and create the best relationship and growth and also develop my abilities.

**PROFFESSIONAL SKILLS**

* A good listener.
* Self-starter of a pleasant personality and high level of integrity and reliability.
* Excellent advocacy, interpersonal and consultative skills including the ability to communicate, present, negotiate and influence a variety of audiences.
* Ability to make timely judgment and decisions and solve problems arising.
* Ability to communicate both written and orally with persons inside and outside the organization.
* Individual with high degree of sensitivity, tact, confidentiality and integrity when dealing with internal and external customers.
* Confident and friendly.
* Skilled problem solver who is able to develop and implement solutions.
* Ability to obtain and process information.
* Ability to manage multiple tasks, priorities and work well under pressure.
* Ability to work in a team structure with excellent social and interpersonal skills.
* Ability to analyze quantitative data.
* Proficiency in MS office
* Ability to work and cope with people from diverse cultural background.

**EMPLOYMENT HISTORY**

**October 2015-March 2018 : MADISON INSURANCE COMPANY KENYA**

**Position : Customer service representative.**

Responsibilities

* Answering incoming calls, operating multi-line telephone system, receive, sort and route emails.
* Creating a safe and comfortable working environment for employees and visitors.
* Responding to emergency situation that may arise.
* Coordinating and facilitating efficient running of activities from various departments.
* Helping individuals into the premises and producing written reports.
* Updating data and records in the computer system.
* Handling complaints and providing appropriate solutions and alternative within the time limits.
* Checking and validating business visitor credentials.
* Welcoming visitors, determining the nature of their business and directing visitors to suitable employee.

**March 2015 - September 2015: WATSON TECHNOLOGIES NAIROBI**

**Position : Account Intern**

Responsibilities

* Received and processed customer orders
* Handled inbound and outbound calls to resolve routine customer concerns in a timely and professional manner
* Filling finance related documents and accounting records
* Preparing general and bank ledger reconciliation
* Prepare sales action plans and strategies
* Respond to sales inquiries and concerns by phone, electronically or in person
* Develop and make presentations of company products to current and potential clients
* Ensure customer service satisfaction and good client relationship

**January 2010 - December 2012: KENKAM ENTERPRISES**

**Position : Business Assistance**

**KENKAM ENTERPRISES**

Responsibilities

* Bookkeeping.
* Sales and stock replenishment.
* Helped the finance department in preparing periodic financial statements.

**EDUCATION BACKGROUND**

* Coventry University U.K (September 2013-November 2014) – Masters of Science in Finance.
* Egerton University (June 2009- May 2012) - Bachelor of commerce (Finance and Banking)
* St Luke’s Secondary school (2004-2007) – Kenya certificate of Secondary Education(KCSE C+)

**OTHER COURSES AND SEMINARS ATTENDED**

* February -June 2014        – Certificate in French language
* January –August 2014- Global Leaders program (GLP)
* March -August 2008- Certificate in Microsoft office from EgertonUniversity.

**INTERESTS**

▪ Traveling and nature viewing.

▪ Reading books, newspapers and novels.

▪ Filling puzzles and code words

▪ Volunteering.

**REFERENCES**

Available upon request.

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