**Gulfjobseeker.com CV No:** **1311738**

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**Objective**

To pursue a highly rewarding career that will capitalise on my technical, academic and professional skills with a view for personal and organisational growth

**Education**

**Bachelor of Business Management and Information Technology**: - Kabarak University; 2010-2013

‘**O’ Levels**: -St Elizabeth High School, Karen; 2008-2009

Highway Secondary School; 2006-2007

**Personal Appraisals**

* Strong interpersonal and communication skills
* Team player and ability to adapt fast to any existing work environment
* High work productivity
* Fast learner and enthusiastic

**Employment and experience**

Sept-Dec 2012, **Co-operative Bank of Kenya**

**System Administrator**

* Install patches and review system logs
* Maintain user access administration
* Access control and monitoring of system activity
* Reporting malicious or suspicious activity on system to ISO
* Ensure CCTV cameras are in working condition

***Customer Service Officer***

* Handling customer queries and ensuring a peaceful coexistence
* Allocation of ATM cards and bank statement to customers
* Make sure customer service is up to the bank’s standards and building of customer confidence
* Maintaining a track record of all walk in customers to be later used for MIS
* Generating sales leads and selling out company products
* Handling and transferring phone calls and taking notes in a timely manner

***Relationship Officer/ Personal banking officer***

* New account openings and advisory depending on customer needs
* Allocation of ATM cards and pins to respective stake holders
* Managing cash transactions and remittances and sourcing for new business markets
* Identifying potential and eligible loan applicants, personal loans and credit cards
* Allocation of loans and salary advance to salaried customers

**IT Skills**

* Operating system:- windows and Linux as administrator
* Application:-Microsoft office, Adobe and internet
* Hardware:- Hardware and software installation, Networking, Technical and Troubleshooting PC and Electronic Assembly
* Net working:- LAN, WLAN, Switch, Access point and Router Configuration

**Languages**

English-Fluent, Swahili-Native, French-basic

**Voluntary work**

2012 (March - May) – Volunteered in Generics Africa Limited on data entry and supplies of medicine to different organizations.

2011(March - May) – Initiated projects with Umande Trust for improving of water and sanitation in various slum areas within Nairobi.

**Hobbies**

* Reading books, business journals and novels
* Swimming and travelling

**Personal details**

* Date of birth: 14th October 1991
* Citizenship: Kenyan
* Gender: Male
* Visa status: Visit