

## LYNN AKOKO

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### CAREER PROFILE SUMMARY

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Dedicated professional with a Diploma in Information Communication Technology and a Certificate in Information Communication Technology. Experienced in Administrative roles, Executive/Personal Assistant, and Sales Representative positions. Seeking opportunities in administrative and customer service roles, including Secretary, Receptionist, Front Office, and Administrative Assistant. Strong IT background and a commitment to delivering exceptional service and efficient office management.

### KEY SKILLS AND COMPETENCIES ACQUIRED

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- **IT Proficiency:** Competent in using various software and office tools, such as Ms Word, Ms PowerPoint, Ms Excel, Outlook.
- **Front Office Operations:** Skilled in tasks like welcoming visitors, answering phone calls, and managing appointments.
- **Effective Communication:** Proficient in written and verbal communication, with the ability to interact professionally with clients, visitors, and colleagues.
- **Customer Service:** Skilled in providing excellent customer service, addressing inquiries, and resolving issues in a timely and courteous manner.
- **Time Management:** Demonstrated ability to prioritize tasks, manage schedules, and meet deadlines efficiently.
- **Organizational Skills:** Proficient in maintaining records, managing correspondence, and keeping office operations well-organized.
- **Problem-Solving:** Adept at identifying issues and providing effective solutions to meet customer needs and address challenges.
- **Data Entry:** Accurate and efficient in data entry and record-keeping to maintain organized and up-to-date information.
- **Adaptability:** Able to quickly adjust to new systems and work environments, ensuring seamless transitions and efficient performance.

## **WORKING EXPERIENCE**

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### **ADMINISTRATIVE ASSISTANT/SECRETARY; DUNCORE PRINT AND ONLINE DESIGNS; JANUARY 2021-APRIL 2023**

#### **Key contributions**

- Providing a Positive First Impression: Welcome clients with warmth and friendliness, ensuring that their initial experience is positive and inviting.
- Efficient Appointment Management: Skillfully handle incoming phone calls, promptly schedule appointments, greet office visitors, and proactively oversee office supplies, ensuring smooth day-to-day operations.
- Effective Document Handling: Proficiently manage correspondence, organize files, and accurately type documents. Maintain data accuracy and integrity through meticulous data entry practices.
- Financial Transaction Expertise: Exhibit precision in handling financial transactions, maintaining a high level of accuracy and financial security, contributing to the overall financial stability.

### **EXECUTIVE/PERSONAL ASSISTANT WIGS STATION; JANUARY 2021-DECEMBER 2022**

#### **Key contributions**

- Streamlined Administrative Processes: Implemented efficient organizational systems and procedures, reducing the time spent on administrative tasks by 20%. This improvement contributed to enhanced overall productivity within the office.
- Client Relationship Management: Successfully managed client inquiries and concerns, maintaining a high level of customer satisfaction. Implemented a new communication protocol that resulted in a 15% increase in positive client feedback.
- Event Coordination and Planning: Orchestrated and coordinated multiple events, including product launches and promotional activities, resulting in increased brand visibility and a 25% boost in sales during promotional periods.
- Time Management and Calendar Coordination: Implemented a comprehensive calendar management system, ensuring optimal use of executive time. This resulted in a 30% reduction in scheduling conflicts and improved overall time efficiency.
- Project Support and Execution: Provided crucial support in the execution of key projects, contributing to their successful completion within set timelines. Assisted in project research, documentation, and coordination, showcasing a commitment to project excellence.

### **SALES REPRESENTATIVE/FRONT OFFICE COCA COLA EQUATOR BOTTLERS STATION (KISUMU) APRIL 2020-DECEMBER 2020**

#### **Key contributions**

- Exceptional Customer Service: Proficiently addressed visitor inquiries about the company and its products, providing detailed and informative responses, which contributed to customer satisfaction and increased interest in company offerings.
- Efficient Mail Management: Demonstrated strong organizational skills in sorting and handling mail promptly, ensuring that important communications and documents were distributed efficiently within the organization.
- Telephone Management: Effectively managed a multi-line telephone system, providing courteous and professional responses to incoming calls. Successfully scheduled and coordinated appointments with visitors and clients, contributing to a well-organized and efficient office.
- Enhanced Communication: Facilitated seamless communication within the organization by

efficiently managing incoming and outgoing phone calls, thus improving information flow and ensuring timely responses to inquiries.

- Improved Front Office Operations: Played a pivotal role in ensuring the smooth operation of the front office, creating a welcoming atmosphere for visitors and clients, leaving a positive impression of the company.

## **INDUSTRIAL ATTACHMENT/FRONT OFFICE COCA-COLA EQUATOR BOTTLERS COMPANY • JANUARY 2020-MARCH 2020**

### **Key contributions**

- Robust IT Support: Meticulously maintained computer network systems, ensuring the company's computer network functioned optimally and remained up-to-date. This commitment to network stability contributed to uninterrupted business operations and data security.
- Efficient Administration: Demonstrated proficiency in providing daily administration support, including answering calls and transferring them to the appropriate personnel. Conducted meticulous proofreading and data entry tasks, contributing to a streamlined and error-free office environment.
- Enhanced Communication: Effectively managed incoming calls, providing prompt responses and ensuring that calls were directed to the correct recipients. This improved the overall communication flow within the organization, enabling efficient information exchange and customer support

## **EDUCATION AND PROFESSIONAL BACKGROUND**

- **Diploma In Information Communication Technology**; January 2023; KCA University
- **Certificate In Information Communication Technology**; Kabete National Polytechnic • January 2019-December 2021.

## **REFEREES**

<b>DUNCAN MUTENDE</b> {CEO DUNCORE PRINT AND ONLINE DESIGNS}- 0718288260	<b>ROSE ADHIAMBO</b> {ASS CEO DUNCORE PRINT AND ONLINE DESIGNS}-0720524933	<b>MR BOB AIDA</b> {SUPERVISOR COCA COLA EQUATOR BOTTLERS}- 0725503812
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