

CV - Diana Nthenya Odhiambo.

+254 (0) 703 994 667 | dianaodhiambo1096@gmail.com

P.O. Box 140-00242 Kitengela.

Customer oriented Professional with over 2 years of experience in Sales, Customer service & relationship management, Financial Management and Coordination in a demanding and fast paced work environment.

Skills highlight.

- × Sales and marketing skill set to ensure sustainable business growth.
- × Expertise in coordinating Front office, Switchboard, Secretarial, Administrative support and Customer service / relationship management functions to ensure smooth running of day –day Office activities and increase Office efficiency.
- × Experienced in planning and coordinating Office events, workshops, meetings, coordinating end –end logistics involved and preparing timely / accurate reports.
- × Expertise in managing active calendar / diary, scheduling appointments and meetings, arranging detailed travel plans, itineraries, compiling documents for meetings / agenda, taking minutes, records management and liaising with the Senior Management Team while upholding confidentiality and sensitivity.
- × Skilled at handling Finance roles such as Payroll preparation, Petty Cash, Accounts payables and receivables management, Preparation and submission of Statutory returns, Fixed Assets register management.
- × Telephone handling, questioning, active listening and emotional intelligence skills with ability to handle agitated or distressed customers to win customer loyalty and ensure maximum customer satisfaction / retention
- × Customer service skills with hands on experience in handling customer inquiries / complaints in a timely and organized manner to ensure high customer satisfaction and retention levels.
- × Multi-tasking skills with ability to manage conflicting workloads, meet tight deadlines and work under pressure with high level of accuracy / integrity.
- × Excellent organizational, interpersonal communication & time management and follow up skills with ability to work in a diverse team as well as independently.
- × Expertise in analyzing Financial / Accounting data and preparing Financial reports, statements and projections using TALLY ERP System.
- × Proficiency in using MS Office applications used in database management, notetaking, scheduling and creating slide presentations for meetings.

Work experience.

DIRECT SALES REPRESENTATIVE

National Bank of Kenya LTD | March 2021 – To date.

- × Selling Retail Banking & Amanah in order to ensure sustainable business growth.
- × Actively taking part in sales activities organized by the Bank in order to acquire business.
- × Offering excellent customer experience while interacting with customers on different channels.
- × Gathering feedback from customers on Bank products and their experience to seek improvement.
- × Daily sharing of business acquisition reports.

OFFICE ADMINISTRATOR / CUSTOMER SERVICE ASSISTANT

Kanchori Daniel & Company Advocates | June 2020 – Feb 2021.

Overseeing general office administration by managing office space, managing office equipment and monitoring administrative costs. Other tasks include;

- × Coordinating the Office Staff Team Diary / Calendar, scheduled appointments, domestic / international travels arrangements, expense management, preparing itineraries and agenda and compiling documents for meetings while upholding confidentiality and sensitivity.
- × Maximizing the use of meeting room resources by scheduling and coordinating meetings through accurate maintenance of the electronic Boardroom Calendar.
- × Switch-board operations management. Managing telephone calls in and out of the organization.
- × Preparing and maintaining employee files; ensuring safe custody, accuracy, compliance and confidentiality.
- × Information management including managing correspondence, filing, establishing procedures for systematic retention, protection, retrieval, transfer and disposal of records.
- × Advising the partners on the income and expenditure of the firm, controlling expenditure and maintaining the operation costs at the very lowest.
- × Ensuring the integrity of accounting information by recording, verifying, consolidating and entering transactions in the Tally ERP system.
- × Preparing Staff payroll and ensuring all related tax obligations and statutory deductions are accurately accounted for, reported and respective payments remitted to the regulators and returns filed accordingly.
- × Posting the Firm's expenses to the correct journal, ensuring that all expenditure is line with the budget.
- × Eliminate tax penalties through accurate and timely preparation & submission of statutory returns (PAYE , VAT and WHT returns).
- × Administration of Petty cash float. Managing petty cash including reimbursements, daily reconciliations and processing the entries into the Tally ERP system.

CASHIER / CUSTOMER SERVICE ASSISTANT.
Readers Nest Enterprises | Aug 2019 – May 2020.

Key contributions.

- × Covered the reception desk; received visitors, answered and transferred all telephone calls and took messages as well as handled all incoming and outgoing correspondence for the Office.
- × Reviewed Petty cash expenditure on daily basis and advised management on ways of minimizing petty cash usage.
- × Dealt with company's payroll by processing wages and employee expense claims.
- × Ensured accuracy and completeness of accounts payables transactions in the financial statements, reconciliation and processing payments for the Suppliers.
- × Made projections on cash inflows and cash out flows to ensure healthy working capital for day to day running of the business.
- × Completed payments and controlled expenses by receiving, processing, verifying and reconciling Invoices.
- × Posted the Company expenses to the correct journal, ensuring that all expenditure was in line with the budget.
- × Increased revenue by 30% as a result of quality customer service and relationship management.
- × Minimized overdrafts and loans by preparation of timely and accurate cash flow forecasts.
- × Introduced a new easy to understand color coded filing system that made it much easier to find and retrieve files in the Office.
- × Decreased paper wastage by 50% by introducing a "scan and save" method in the Office.

- × Converted 70% of walk-in customers to clients by engaging them in conversation and giving them precise information about Readers Nest Enterprises products / services

OFFICE ADMIN INTERN. **Tourism Fund | Sept – Oct 2018.**

Provided excellent customer service and general administrative support to ensure smooth running of day-to-day Office activities. Other tasks were;

- × Received visitors and directed them appropriately, ensured reception area was tidy and presentable, with all necessary stationery and visibility materials.
- × Registered hotels and restaurants to pay levy.
- × Composed, edited and proof-read correspondences, reports and prepared a range of administrative documents.
- × Handled petty cash, documented all transactions with accuracy and transparency
- × Ensured timely opening of the office and availability of all essential services, supplies, stationery and visibility materials.
- × Maintained office security by following safety procedures and controlled access via the reception desk (monitor logbook, issue visitor badges).
- × Organized meetings i.e., scheduled appropriate meeting times, booked meeting rooms and ensured all requirements were available.
- × Received, sorted and distributed daily mail/deliveries.
- × Set up a user-friendly electronic and paper filing system, which considerably improved record keeping and document retrieval time for the team.

Education.

- × Bachelor of Science in Ecotourism and Hospitality Management. Egerton University. 2015 – 2019.
- × Certificate in Computer Proficiency, National Industrial training authority (NITA). March -May 2015.
- × Kenya Certificate of Secondary Education, Enoomatasiani Girls Secondary School. 2011-2014

Referees.

- × Shifta Sombey | Tavorite Tours.
+254 (0) 722 734 259
- × Edgar Ndemo | Tourism Fund.
+254 (0) 725 588 060.
- × Sharon Diane Khainga | Readers Nest Enterprises.
+ 254 (0) 722 710 868.