

CURRICULUM VITAE

SABINA KEMUNTO OKEMWA
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PROFESSIONAL SUMMARY

Service-focused Customer Service Representative dedicated to maximizing satisfaction and retention with proactive attention to individual customer needs. Demonstrates strong analytical and organizational skills, with a proven ability to adapt to changing environments and manage multiple tasks effectively. Smoothly handles questions and resolves concerns with great problem-solving abilities and attention to detail. Multitasks and manages time well to consistently meet performance targets. Seeking to leverage skills and experience to contribute effectively to a dynamic team and achieve organizational goals. In the duration I worked at the different institutions, I gained the necessary mass communication professional skills and exposure, in addition to working in teamwork with self-discipline and professional etiquette.

EDUCATION

2021-2024: Chuka University; Masters of Arts Journalism and Mass Communication
2015-2019: Chuka University; Bachelor of Arts Journalism and Mass Communication
2017 (May to August): Africa Film And Television Talent Training Institute; Short course in Film and TV Production
2011- 2014: St. Joseph's Girl's High School; Kenya Certificate of Secondary Education (KCSE)
2010: Ortum Girl's Boarding Primary School; Kenya Certificate of Primary Education (KCPE)

EXPERIENCE

October 2023-April 2024: MERCY CORPS– Intern

- Assisting in scheduling and coordinating meetings, preparing agendas, and taking minutes.
- Helping maintain and organizing records, databases, and files.
- Assisting in the preparation and formatting of reports, proposals, and presentations.
- Gathering and analyzing data related to performance, satisfaction, or program effectiveness.
- Providing administrative support for advising, including scheduling appointments and maintaining records.
- Participating in training and professional development opportunities offered by the office.
- Assisting in initiatives that promote members involvement and engagement within the community.

Jul 2022-Aug 2023: Firch International Limited – Credit Control Assistant

- Providing administrative support to finance team by keeping close watch on debtor account balances.
- Monitored overdue accounts to track new payments and document continued issues.
- Updating the customer's database and records.
- Helping the customers and staff by answering questions and offering support.

- Preparing statements and reports for the company accountant.
- Creating and upholding payment procedures and policies.

Jan 2021– Dec 2021: Sunday Express Newspaper Limited-Writer, Sales & Marketing representative

- Discussed issues with producers and news managers to establish priorities or positions.
- Revised work to match the editor's requirements and the space allocated for the story.
- Analyzed and processed press releases for synthesis and inclusion into articles.
- Wrote and edited information and research findings to develop news stories.
- Gathered facts to develop solid perspective on news stories and drafted concepts aligned with company vision.
- Researched and analyzed news developments to provide complete and accurate information.

2019 (October – December): Kenya Private Sector Alliance; Section: Public Information

- Provided target customer support via chat, email and telephone.
- Studied customer interactions and collected feedback to identify potential services improvements.
- Demonstrated in-depth knowledge and understanding of product line, pricing structure and gross profit objectives.
- Kept detailed records of sales or other business transaction records, inputting data into company system.
- Resolved customer issues quickly to recapture customer loyalty and prevent lost sales.
- Executed planned merchandising strategies to produce desired effects.
- Liaised with customers in person, online and by phone.
- Handled customer complaints following company procedure.

2019 (May to August): The Standard Media Group

- Assist with the design and execution of social media marketing initiatives with KTN.
- Tracking social media campaigns'
- Create weekly and monthly calendars to promote company on various social media websites
- Increase brand awareness through usage of social platform.
- Planning, creating and posting content.
- Assist with the planning and budgeting of the activities of the department.
- Video editing and producing a script.
- Support marketing team at live and online events

2018 (April – June): Department of Film Services– Intern Communication Department

- Production, Film Archive and lighting
- Voice overs narration
- Video editing.

ACCOMPLISHMENTS

- Jan 2018; Friends in Peace and Community Development Workshop (FPCD)
- June 2018- Produced a short film entitled “CAMPUS ANTICS”
- 2024 – Thesis completion entitled, “Audience Perceptions of Gender Stereotypes in Selected Commercial Advertisements on Citizen Television, Kenya.”
- Presented two papers research conferences and awaiting Publication.

ADDITIONAL SKILLS

- Proficient with Microsoft office (word , power point, excel).
- Extremely comfortable with learning and working with new technologies.
- Excellent communication skills.
- Highly organized and motivated.
- Discretion and confidentiality.
- Well informed and analytic
- Excellent interpersonal skills.
- Self-motivated professional with outstanding knowledge and skills.
- Excellent presentation skills and research skills.
- Great at written and verbal communication skills.
- Extremely good at meeting deadlines.

REFEREES

Prof.Gilber.M.Nduru. Ph.D.

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