

## **CURRICULUM VITAE**

**FELISTUS CHEMUTAI**

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### **EDUCATION**

**DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY**

Nyeri, Kenya

Bachelor of Business Information Technology

2016 – 2019

**LORETO GIRLS HIGH SCHOOL**

Kiambu, Kenya

Kenya Certificate of Secondary Education

2012 - 2015

Grade: B

**KIRIBA PRIMARY SCHOOL**

Bomet, Kenya

Kenya Certificate of Primary Education

2003 – 2011

Marks: 353 out of 500

### **WORK EXPERIENCE**

**Equity Bank**

Nairobi, Kenya

**Service Center Agent**

April, 2022 to date

- Facilitated client onboarding and account opening processes, ensuring compliance with regulatory requirements.
- Presented investment opportunities and product offerings to prospective clients, converting leads into new accounts.
- Collaborated with internal teams to resolve client issues and ensure a seamless customer experience.
- Provided financial education and guidance to clients, empowering them to make informed investment decisions.
- Resolved client inquiries and complaints promptly, achieving a 95% resolution rate within defined service level agreements.
- Participated in continuous professional development programs to enhance knowledge of financial products and industry trends.

**Equity Bank – Social Projects Department**

Nairobi, Kenya

**Inua Jamii Data Clerk**

November, 2021 – January, 2022

- Assisted customers with inquiries, providing prompt and accurate information about the Inua Jamii program.
- Resolved customer complaints and concerns in a professional and empathetic manner, achieving a 95% resolution rate.
- Provided step-by-step guidance to customers on program enrollment, eligibility verification, and benefit disbursement processes.
- Conducted outbound calls to eligible individuals, promoting the program and addressing any questions or concerns.
- Supported customers in completing program application forms accurately and efficiently.
- Maintained accurate and detailed customer records, ensuring compliance with data protection regulations.

**Equity Bank**

Nairobi, Kenya

**Data Clerk**

May, 2021 – June, 2021

**Equity Bank**

Nairobi, Kenya

**ICT Desk - Consultant**

December, 2019 – February, 2020

**Water and Sewerage Company**

Bomet, Kenya

**ICT Desk – Consultant**

January, 2019 – June, 2019

**Kiriba Primary School**

Bomet, Kenya

**Teacher**

January, 2016 – July, 2016

### **CAREER OBJECTIVES**

To utilize my knowledge, skills and experience in providing quality and professional services while always striving for the best. Develop the ability to manage time and prioritize workload to ensure delivery of all aspects of task.

### **PROFFESIONAL SKILLS**

#### **THE JITU –SOFTWARE INTERN**

Currently working as, a software intern at the JITU.

Skills obtained; JavaScript, React.js, Node.js, RDBMS

#### **ALX FOUNDATION – SOFTWARE ENGINEERING**

May, 2023

Currently enrolled to a Software Engineering course at ALX Foundations

#### **EQUITY BANK**

October, 2022

Certified in Environmental and Social Risk Management

#### **EQUITY BANK**

August, 2022

Certified in Occupational Safety and Health (OSH) General Staff Awareness Training

Certified in Identical Data Standards

Certified in Fraud Awareness

#### **MORINGA SCHOOL**

August, 2020-December, 2020

Certified in Programming Skills (HTML, HTML5, CSS, and JavaScript)

**Cisco Certified Network Associate (CCNA)**

**September, 2016 – December, 2016**

Certified in Cisco Networking section 1-2

**Gasser Polytechnic – Olbutyo**

**December, 2015 – January, 2016**

Certified in Computer Packages

### **REFERENCES**

**Robert Korir** – Senior Loan Officer at Equity Bank, Bomet

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**Tuiya Oscar** – ICT Manager at Bomet Water and Sewerage Company (OMWASCO)

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