

JULIET NYAMBURA MANOTI

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CAREER OBJECTIVES

To carry out activities that pertain to my terms of hiring and job description with excellence and efficiency, keeping in mind, the organization's goals and objectives. I aim to excel in my work so as to maximize my contributions to the organization by constantly striving to improve my work. I possess impeccable written and verbal communication skills and excellent interpersonal skills

EDUCATIONAL BACKGROUND

Moi University

January 2015-December 2020

Bachelor of Education [Special needs-English literature]

Nyabururu Girls High school

February 2011-November 2014

Kenya Certificate of Secondary Education

PROFESSIONAL DEVELOPMENT

Generation Programme Kenya

May 2022-June 2022

Certificate in Digital Customer service

WORK EXPERIENCE

Itierio High School

May 2019-August 2019

Teacher

Duties

- Facilitated learning in English language and literature Education which guaranteed all learners were well prepared with information and skills.
- Aided learning through collaboration with colleagues in preparation of schemes of work and lesson plans subsequently accomplishing termly goals and feeding the data into school computer systems.
- Ensured excellent performance of learners through evaluations such as group discussions, tests, and role-plays which enabled me to keep track of their progress.
- Helped in guiding, motivating, and counseling departments for further action.
- Organized academic events and activities like debates which equipped them with life skills and helped them in creative thinking.

Kenya Commercial Bank
Vooma Sales Representative

March 2020-December 2020

Duties

- Answered product and service questions, provided information on related products and services, and provided feedback and insight on the new items to improve customer service and satisfaction. This saw to the diversification of the customer base.
- Analyzed reports and contacted clients via phone calls, emails, and messages that saw to the resolving of a recurrent problem and increased customer satisfaction.
- Established good customer relations by creating a good rapport with potential customers thus led to a surge in leads generated hence multiple sales.
- Boosted and recorded sales information, and prepared monthly reports on customer satisfaction which increased efficiency in operations.

Hue Experiential
Brand Ambassador

February 2021-March 2021

Duties

- Maintained good relationships with customers through personal contact and meetings that generated sales leads.
- Helped management to pitch new products, answered questions and offered information on related products thus boosting sales.
- Assisted managers with the implementation of marketing campaigns by attending promotional events to promote the company's product.
- Promoted the brand name and products by educating people which empowered me to conveniently yield reports and attend to other assignments.

Scribie
Transcriptionist

August 2021-April 2022

Duties

- Corrected, Formatted, and submitted accurate drafts to clients as per their input which increased client fulfillment and ensured customer retention.
- Listened and transcribed sound recordings in time which improved the workflow and maximized efficiency.
- Reviewed and edited transcribed reports for grammatical and consistency errors which saw the submission of high-quality reports, increasing customer retention.

Duties

- Created and maintained accurate records of pupils' progress, attendance and academic performance.
- Facilitated learning in English language and literature education which guaranteed all learners were well prepared with information and skills.
- Ensured excellent performance of learners through evaluations such as group discussions, tests and role-plays which enabled me to keep track of their progress.

REFEREES

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