
JUSTINE K. MUOKI

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PROFESSIONAL SUMMARY

An enthusiastic graduate of Jomo Kenyatta university of Agriculture and Technology with a bachelor's degree in Procurement and Contract Management with added knowledge on accounting. Driven and ambitious professional dedicated to providing excellent customer service. With experience in customer care and a proven record of high customer satisfaction score. Diligent in ensuring that customer issues are handled promptly to ensure customer retention and that customers leave with a lasting good impression of the company.

SKILLS

- General business knowledge with strong business acumen.
- Supply planning and management
- Skilled in Procurement processes
- Good customer service skills
- Good budgeting and targeting skills
- Excellent contract analysis skills
- Providing excellent customer support
- Ability to prepare financial statements
- Accounting and organizational skills
- Operations oversight
- Ability to analyze data and Proficient in Microsoft Office
- Conflict resolution and handling customer complaints
- Good verbal and written communication

WORK HISTORY

Customer Care Representative, 11/2019 to Current

Veterinary & Agronomic EA Ltd, Kenya – Nairobi, Kenya

- Handling customer inquiry promptly and resolving complaints while escalating where necessary.
- Managing the company's social media pages. Ensuring they are running and up to date.
- Receiving customer calls and making outbound calls to follow up on customer issues.
- Managing the front office desk: Receiving and welcoming customers to the office
- Filing and updating records of customers and partners
- Building sustainable relationships and trust with customer accounts
- Tasked with preparing and handling sales weekly and monthly reports
- Assisting in data entry and responding to online inquiries.
- Handling customer complaints, providing appropriate solutions and alternatives within the time limits and following up to ensure resolution.
- Involved in Documenting expenses and preparing reports of the same

Achievement With my exposure and knowledge on social media management have managed to run the company's social media pages smoothly especially when the company is running campaigns which have contributed to boosted sales.

Procurement Intern, 03/2018 to 05/2018

Dodhia Packaging Kenya Ltd – Nairobi, Kenya

- Receiving items from suppliers, recording the receipt of items received in the inventory management system, and thereafter preparing goods received notes.
- Generating codes for new products in the store, labelling and arranging items in the store.
- Participating in stock take in the stores
- Preparation of weekly and daily consumption report
- Making and amending purchase requisition
- Preparing local purchase order
- Issuing items from the store to various departments
- Making follow ups with suppliers
- Filing and record keeping

Achievement: With my accounting knowledge I was the go-to person for Preparing price comparison schedules for use during supplier selection. Also, from procurement skills I was involved in preparing quotes and tenders that brought good business to the company.

EDUCATION

- **Bachelor Of Science:** Procurement and Contract Management, 2019 **Jomo Kenyatta University of Agriculture and Technology**
- **CPA: Part 2** Kasneb | Nairobi.
- **Information Technology: Computer Applications and Data Analytics**
- **Kenya Certificate of Secondary Education:** Chogoria Girls High school A Minus

ACCOMPLISHMENTS

- Used Microsoft Excel to develop Daily & Monthly sales and collections monitoring tools
 - Excellent social media management has enabled to run company campaigns effectively with good results
 - Used Accounting skills to prepare winning price comparison schedules for use during supplier selection
- Also from procurement skills I was involved in preparing quotes and tenders that brought good business to the company.

CERTIFICATIONS

- Certified Public Accountant (CPA)
- Information Technology: Computer Applications and Data Analytics

HOBBIES

Reading

Networking

Team Building

Environmental conservation

REFEREES

Mr. Evans Kamau,
Sales and Marketing manager
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Ms. Tabitha Kitonyi,
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