**FAITH ANYANGO ONYANGO**

**P. O. Box 767-00618 Ruaraka, Kenya**

**imanijowan@gmail.com**

**+254705067624 /+254721882910**

*Highly motivated Sales / IT Personnel / Personal & Admin Assistant with more than five years’ experience in technology with proven ability to identify and qualify new business opportunities,*

*build and manage successful partnerships, and drive growth. A reliable multi-faceted administrative professional with over 8 years of experience supporting executives and private personnel on day-to-day operations. Proactive tech-savvy with good communication and organizational skills. Energetic, honest, hardworking and highly trustworthy individual. A team player with ability to multitask and work with or without supervision. Driven to provide excellence in every service delivery.*

**EXPERTISE**

* Operations Management
* Lead Generation
* Business and Strategic Planning
* Staff and Relationship Building Management
* Process Improvement
* Cold calling
* Territory and Account management

**PROFESSIONAL EXPERIENCE:**

**SAV-IT AFRICA LIMITED WESTLANDS, NAIROBI**

***Senior Business Development Manager*   *November 2021 - Present***

**Key Responsibilities**

* Identified business development opportunities and implemented effective strategy for client acquisition.
* Out bounded 50 prospect calls each day and consistently beat monthly sales goals.
* Cultivated customer and distributor rapport to increase retention rates and drive goal achievement.
* Expanded new businesses by developing effective sales advertising and marketing campaigns
* Conducted major research and developed business plan for expansion into new geographical and trade class markets.
* Created a personalized CRM and fulfillment strategy for ERPs & Insurance software.
* Assisted customers with product specifications, solutions, pricing, delivery, and other customer service functions.

**MAYCORN KENYA LIMITED THIKA, KIAMBU**

***Personal & Admin Assistant*  *June 2018 - February 2020***

**Key Responsibilities**

* Maintain business documents and correspondence.
* Scheduled appointments and meetings.
* Managed executives’ diaries.
* Handled travel arrangements and hotel bookings.
* Assisted in staff supervision and payroll systems.
* Engaged in extensive customer interactions or upselling company's products
* Handled problematic customers with patience and sensitivity.

**STARTIMES MEDIA KENYA UPPER HILL, NAIROBI**

***Customer Care Agent*   *October 2017 - June 2018***

**Key Responsibilities**

* Trouble-shooting customer's query.
* Maintaining customer's diary.
* Upselling company's products and promotions.
* Assigning field technicians to customers on the ground.
* Maintaining customer product surveys and after-sales

**BUDGET FURNITURE LIMITED MOMBASA RD, NAIROBI**

***Computer Maintenance Technician*   *January 2016 - May 2016***

**Key Responsibilities**

* Trouble-shooting equipment such as printers, scanners and other peripherals.
* Participate in software application development.
* Managing company's website.
* Handling data migration duties.
* Managing all social media accounts by keeping them active and posting updates.

**FAITH GLORIOUS LEARNING CENTRE** **KASARANI, NAIROBI**

***Assistant Office Manager*** ***January 2013 - April 2015***

**Key Responsibility**

* Maintain records of guest visits in visitors’ log and maintain office phone list to help visitors and employees in all communication.
* Coordinate with various departments and reserve conference room and equipment for customer visits and staff meetings.
* Monitor all incoming faxes and mail and distribute it to appropriate person, compile outgoing mail and involve messengers for mail distribution to external agencies.
* Maintain all office equipment’s such as copiers, fax machine and first aid kit to facilitate smooth office functioning.
* Forward information by receiving and distributing communications; collecting and mailing correspondence; copying information.
* Maintain supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to work stations.

**EDUCATION:**

* **Certificate in Virtual Assistant (ALX – Africa)**

May 2022 – August 2022

Database and File-Sharing Systems

Basic Account and Budgeting

Microsoft Office and Google Drive Apps

Calendar and Event Planning

Research and Report generation

Email and Hotel booking management

* **Advanced Diploma in Administration and Business Management (Premier Institute of Hospitality and Business Studies)**

May 2014 - November 2016

General Management

Customer service management

Clerical activities

Administration

* **Computer Engineering / Science (Institute of Advanced Technology - IAT)**

January 2014 – September 2016

Technical courses : A+,N+,computer programming,web design and development

Operating System: OS/Windows 2000/XP/Vista/Ultimate/Professional

Content Management System: Joomla,WordPress,Drupal

Software:Ms SQl,Ms Office Suite,Visio

Language:Java,Visual basic,CSS,JavaScript,PhP,Html,MySQl

* **Dr. Elhefni School (Kenya Certificate of Secondary Education)**

January 2009 - November 2012

* **St Dominic’s Primary School (Kenya Certificate of Primary Education)**

January 2001– November 2008

**ADDITIONAL SKILLS**:

* Proficient in MS Office ( Word,Excel and PowerPoint)
* Bilingual in English and Swahili
* First Aider

**EXTRA CURRICULAR ACTIVITIES:**

* Youth member at Kenya RedCross Society (Nairobi Branch)
* Community volunteer with Faith Glorious Self-Help Group

**HOBBIES & INTERESTS:**

* Travelling
* Exchanging ideas
* Community work
* Openness to learning
* Creativity
* Hardworking
* Realistic
* Landscaping

**REFEREES:**

1. **Lauren Kiarie from Maycorn Kenya Limited**

Business Development Manager - 0707367900

1. **Rachel Musangi from Startimes Media Kenya**

Contact Centre Supervisor - 0725776839

1. **Idris Robert Musumba Budget Furniture Limited**

Regional Sales Manager - 0725825698

1. **Stella Adhiambo from Faith Glorious Learning Centre**

Managing Director - 0748142747

1. **Rev Edward Mwai from Jesus Winner Ministry**

General Overseer - 0722812974