

Esther Waturi Maina

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Personal profile

A highly organized and adaptable professional with strong communication skills and attention to detail. Experienced in managing priorities effectively and providing client-focused support, I excel at building relationships and implementing strategies to ensure smooth processes. My background as a Portfolio Quality Officer and asset finance officer has equipped me with the skills to meet deadlines, support client needs, and maintain high standards in every task.

Skills

- Quality Control and Attention to Detail
- Client and Portfolio Management
- Report Preparation and Documentation
- Customer Support and Complaint Resolution
- Communication Skills (Verbal and Written)
- Persuasion and Influencing Techniques
- Self-Motivation and Proactivity
- Data Management and Organization
- Professional Phone and Email Etiquette
- Adherence to Policies and Procedures
- Task Prioritization and Multitasking
- Proficient in Computer and Office Software

- Scheduling and Calendar Management
- Financial Record Management and Tracking
- Interpersonal Skills and Relationship Building

Work History

Dealership Relationship Officer

Watu Gari, Kenya | Sept 2022 – Present

- Built and maintained strong relationships with car dealerships to drive financing opportunities.
- Delivered accurate and comprehensive product presentations in response to client inquiries.
- Attracted new clients to our car loan products while providing exceptional service to the existing customer base.
- Conducted client pre-assessments to identify suitable financing options tailored to their financial positions.
- Compiled daily reports and feedback on activities, tracking performance and outcomes.
- Led and participated in field marketing campaigns and dealership events to increase visibility.
- Provided seamless support to clients throughout the loan process, from inquiry to asset release.
- Acted as the main point of contact for dealerships, addressing client queries and ensuring smooth processing of loan requests and required documentation.

Asset Finance Officer

Watu Credit, Kenya | June 2021 – August 2022

- Engaged with customers to understand and address requests, ensuring clarity and satisfaction.
- Maintained accurate inventory levels and updated stock databases to reflect current assets.
- Resolved conflicts and negotiated beneficial agreements, fostering positive client relationships.
- Collaborated across departments to optimize results and meet organizational goals.
- Created documents and communications using Microsoft Word and other software tools.
- Adhered to standards, policies, and regulatory guidelines, ensuring a safe work environment.
- Consistently maintained excellent attendance, beginning work promptly and exceeding performance goals.
- Enhanced customer satisfaction by addressing issues and developing improvement strategies.
- Delivered exceptional, friendly customer service, skillfully managing challenging situations.
- Supported team communications, developed meeting content, and promoted continuous improvement.

Portfolio Quality Officer

Watu Credit, Mombasa, Kenya | February 2020 – May 2021

- Proactively engaged with customers, resolving inquiries and escalating major issues to supervisors.
- Coordinated and planned effectively to achieve timely results.
- Developed meeting communications and team information to enhance coordination.
- Quickly acquired new skills to improve daily task efficiency and productivity.
- Maintained a perfect attendance record, consistently punctual and prepared to work.
- Managed approximately 500 calls daily, addressing customer needs and concerns with efficiency.
- Accurately and efficiently handled day-to-day responsibilities with attention to detail.
- Demonstrated dedication, respect, and a positive attitude in all interactions.
- Delivered exceptional service in high-pressure, fast-paced settings.

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Inventory Controller

Meet and Meat Makuti Hotel, Nairobi, Kenya | July 2018 – June 2019

- Generated financial reports, completed reconciliations, and managed quarterly financial documentation.
- Addressed supply issues, developed solutions to prevent delays, and conducted monthly physical inventory counts.
- Collaborated with team members to assess supply needs and maintain optimal stock levels.
- Maintained accurate documentation, reducing discrepancies and enhancing workflow efficiency.

- Oversaw inventory audits, resolved damaged goods with vendors, and managed stock movement from storage to the sales floor.
- Developed production forecasts and schedules based on sales trends, improving inventory accuracy.
- Verified incoming shipments and implemented controls to enhance quality and minimize downtime.

Hotel Supervisor

Meet and Meat Makuti Hotel, Nairobi, Kenya | October 2018 – June 2019

- Resolved guest complaints and ensured high satisfaction through attentive service.
- Managed group bookings for events, coordinating reservations and providing the best rates.
- Oversaw buffet area maintenance and ensured timely refilling of food items.
- Handled guest check-ins, check-outs, and billing with efficiency and accuracy.
- Assisted with financial planning, including setting room rates and budget allocation.
- Built positive relationships with guests and team members, enhancing customer service experience.

Collection Officer

Neema Ya Mungu Microfinance, Mombasa, Kenya

July 2017 – June 2018

- Advised debtors on payment options and established installment agreements to recover overdue balances.
- Monitored account compliance with payment plans and flagged non-compliant accounts.
- Conducted thorough account research and processed immediate payments.

- Delivered exceptional customer service, maintaining professionalism in high-volume call environments.
- Achieved consistent performance goals and handled both manual and automated outbound calls.
- Negotiated debt recovery solutions and facilitated loan repayment plans.
- Processed payments, applied them to customer balances, and negotiated settlements in full.

Stock Controller

Dilawers Barbeque, Mombasa, Kenya

December 2016 – June 2017

- Managed stock levels, performed inventory adjustments, and ensured accurate documentation.
- Operated pallet jacks to safely move merchandise and stocked shelves efficiently.
- Monitored inventory for quality and quantity, returning unacceptable products to vendors.
- Maintained organized stock areas and ensured proper storage of products.
- Conducted inventory counts, recorded discrepancies, and performed audits to maintain accuracy.
- Assisted with warehouse maintenance and collaborated with teams to meet inventory goals.
- Ensured compliance with safety procedures and resolved concerns promptly.
- Used handheld devices and computers to track inventory and manage stock levels.
- Rotated stock to prevent product spoilage and created promotional displays.

Customer Service Representative

Sparki Motors, Mombasa, Kenya

December 2014 – November 2016

- Delivered exceptional customer service, addressing inquiries and resolving concerns to enhance satisfaction.
- Promoted products and upsold services, fostering customer loyalty and repeat business.
- Provided support on charge accounts, loyalty programs, and product information.
- Handled customer calls promptly, ensuring minimal wait times and efficient problem resolution.
- Collaborated with internal teams to understand customer needs and recommend solutions.
- Managed appointments, special orders, and merchandise pick-ups.
- Collected customer feedback to improve services and exceed satisfaction goals.
- Processed invoices, maintained accurate records, and managed inventory updates.
- Investigated and resolved accounting, service, and delivery issues.
- Developed and implemented customer service training processes to enhance team productivity.
- Promoted a collaborative service environment, contributing to operational efficiency and sales growth.

Education & Training

Bachelor of Economics and Finance

Kenyatta University

January 2015 – January 2018

Kenya National Ajira Digital Training

Ajira Digital Project

August 2017 – October 2017

Certified Public Accountant (CPA) - Modules 1 & 2

Times Training College, Mombasa

January 2017 – August 2017

Virtual Assistant Training

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September 2024 – Present

References

1. Mrs. Judy

Branch Manager, Neema Ya Mungu Investments

Phone: +254 710 198 737

2. Mr. Kinyanjui

General Manager, Meet N Meat Makuti

Phone: +254 722 206 609

3. Mr. Hussein Dilawers

Manager, Dilawers Barbeque

Phone: +254 711 228 909

4. Mr. Andrew Gachie

Manager, Sparki Motors

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