

BRIAN OKELLO BOLLO

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PERSONAL PROFILE

Motivated and self-starting sales professional with over a year of experience in customer service and team leadership roles. I have honed my problem-solving, negotiation, persuasion, and collaboration skills through hands-on experience in the retail and credit industries. My ability to manage time effectively, coupled with my strong organizational skills, ensures that I can handle multiple responsibilities efficiently. I am passionate about driving sales and delivering exceptional customer service, and I thrive in environments that challenge me to grow and develop further.

PROFESSIONAL EXPERIENCE

BATA SHOE KENYA

April 2023 - April 2024

- **Sales Assistant**
 - Provided exceptional customer service, ensuring a positive shopping experience.
 - Managed store displays and arrangement, enhancing the visual appeal and organization of the store.
 - Developed extensive knowledge of products and sales techniques, improving overall sales performance.
 - Implemented sales strategies that increased revenue and customer retention.
 - Trained new staff members on store policies and effective sales techniques.

MOMENTUM CREDITS

January 2023 - April 2023

- **Team Leader**
 - Oversaw daily business operations, ensuring smooth workflow and productivity.
 - Effectively communicated company goals and objectives to team members, fostering a clear understanding of expectations.
 - Delegated tasks efficiently, ensuring that team members were utilized effectively and projects were completed on time.
 - Monitored team performance and provided feedback to improve productivity and quality of work.
 - Addressed and resolved conflicts within the team, maintaining a positive and collaborative work environment.

EDUCATION AND CERTIFICATION

Kenya Institute of Management

November 2023- Date

- **Certificate in Business Management**
 - Gaining comprehensive knowledge in business management principles, including finance, marketing, and operations.
 - Participating in leadership workshops and projects, enhancing my ability to manage teams effectively.
 - Engaging in real-world business scenarios and case studies, applying theoretical knowledge to practical situations.
 - Building a network of peers and professionals in the business management field.
 - Learning and applying project management techniques to ensure successful completion of business projects.

Momentum Credits

(4 Months)

- **Certificate in Credit Officer**
 - Acquired knowledge of credit risk assessment and management.
 - Developed skills in loan processing and customer evaluation.
 - Enhanced understanding of financial regulations and compliance requirements.
 - Learned effective communication techniques for interacting with clients and assessing their creditworthiness.
 - Gained experience in using financial software and tools for credit assessment.

Kisumu Day High School

2019-2022

- **Kenya Certificate of Secondary Education (KCSE)**
 - Completed a rigorous curriculum with a focus on humanities and sciences.
 - Actively participated in debate club, improving public speaking and critical thinking skills.
 - Volunteered for community service projects, fostering a sense of social responsibility.
 - Participated in sports activities, enhancing teamwork and physical fitness.
 - Engaged in various cultural activities, promoting cultural awareness and diversity.

Integrity Learning Institute

(1 Month)

- **Certificate in Computer Packages**

- Gained proficiency in Microsoft Office Suite and other essential computer applications.
- Improved typing speed and accuracy, enhancing overall efficiency in computer-based tasks.
- Learned effective internet research techniques, aiding in information gathering and problem-solving.
- Developed skills in data entry and management, improving record-keeping and information accuracy.
- Enhanced ability to create and deliver presentations using PowerPoint.

SKILLS

- **Sales:** Strong ability to drive sales and meet targets through persuasive techniques and thorough product knowledge.
- **Time Management:** Adept at managing time efficiently to handle multiple tasks and meet deadlines.
- **Organization:** Highly organized, ensuring smooth operations and well-maintained records.
- **Microsoft Excel:** Advanced proficiency in using Microsoft Excel for data analysis, reporting, and compliance-related tasks.
- **Risk Management:** Developed and implemented risk management strategies to mitigate compliance risks and ensure regulatory compliance.
- **Customer Onboarding:** Experienced in onboarding new customers, ensuring compliance with regulatory requirements and internal policies.
- **Problem-Solving:** Skilled in identifying issues, analysing situations and implementing effective solutions.
- **Teamwork:** Effective team player with a collaborative spirit, able to work well with colleagues to achieve common goals.
- **Communication:** Excellent written and verbal communication skills, with the ability to articulate ideas clearly and professionally.

INTEREST AND HOBBIES

- **Financial Compliance Research:** Interested in researching global financial compliance regulations and best practices to enhance professional knowledge.
- **Cybersecurity:** Enthusiastic about learning and applying cybersecurity principles to protect financial data and systems.
- **Mentorship and Training:** Enjoy mentoring junior professionals in compliance and AML practices and conducting training sessions to share knowledge.
- **Community Service:** Actively involved in community service projects focused on financial literacy and educations.
- **Cultural Activities:** Engaged in exploring diverse cultures and promoting cultural awareness.
- **Continuous Learning:** Committed to personal and professional development through ongoing education.

REFEREES

Meshack Obonyo

Shop Manager, Bata Tuffoam

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Julias Kemboi

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