Festus Ngondi Maithya

Nairobi, Kenya | cjajoabad@gmail.com | 0711 412 514

# Professional Summary

Detail-oriented and reliable Claims and Credit Control professional with experience in the insurance sector. Proven ability in managing payments, agent account reconciliations, and handling client interactions effectively. Strong communication and analytical skills, with a commitment to accuracy and efficiency in processing claims and financial tasks.

# Core Competencies

- Claims Processing & Reconciliation  
- Payment Handling (Cash, M-PESA, Cheques)  
- Customer Service & Agent Relations  
- Time Management & Problem Solving  
- System Analysis & Report Generation  
- Team Collaboration & Communication

# Professional Experience

## Credit Control Officer | Trident Insurance Company

2024 – 2023

- Managed and collected debts from company’s debtors  
- Processed agent commissions and performed account reconciliations  
- Ensured timely payments of outstanding balances  
- Verified agent documents for new account setup  
- Paid overrides and incentives to unit managers

## Cashier | Trident Insurance Company

2023 – 2022

- Received cash and issued receipts  
- Reconciled cheques, cash, and M-PESA transactions  
- Handled declaration receipting and reporting

## Sales Marketer | Zeus Solar Group

2020 – 2021

- Explored new markets in Nairobi outskirts  
- Picked and ensured timely delivery of customer orders

# Education

KCA University – Certified Public Accountant I (2017–2019)  
Wantech Computer College – Certificate in Information Technology I (2015–2016)  
Mbiuni Secondary School – KCSE (2012–2015)  
Kariobangi South Primary School – KCPE (2003–2011)

# References

Flavian Kioko Kimuli  
 Trident, Nairobi  
 Phone: 0721542618  
  
Samuel Wathiaka  
 Zeus Solar Group  
 Phone: 0728682381