

WINFRED ACHIENG ODOUR

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PROFILE

A motivated and adaptable Criminology graduate with hands-on experience in sales, administration, customer service, and community-based work. Known for strong communication, leadership, and problem-solving abilities. Seeking an entry-level or graduate role in an organization where I can contribute meaningfully while continuing to grow professionally.

KEY SKILLS

- Communication & Public Speaking
- Customer Service & Client Relations
- Sales & Marketing
- Leadership & Team Coordination
- Problem Solving & Critical Thinking
- Basic IT & Networking
- Stock Control & Cash Handling
- Community Engagement

EDUCATION

Bachelor of Arts in Criminology (with IT)

Maseno University | 2018 – 2023

Kenya Certificate of Secondary Education (KCSE)

Ngunga Secondary School | 2014 – 2017

Mean Grade: C+

CERTIFICATIONS

- Child protection (Harvard University) – 2025

PROFESSIONAL EXPERIENCE

Project Assistant

JICA CPV Project(Kisumu) | March 2025 – Present

Prepare comprehensive field work and program reports for submission to the Project Manager to support approval and publication.

Schedule and coordinate meetings, appointments, and travel arrangements for the JICA Expert (Supervisor).

Improved organizational efficiency by negotiating conference and training packages, resulting in reduced operational and training costs.

Maintain strict confidentiality and professionalism when handling sensitive cases involving children and young persons in conflict with the law.

Manage and reconcile travel and expense reports for departmental team members.

Conducted monitoring and follow-up of program activities implemented by target Probation and Aftercare stations to ensure compliance with project objectives.

Manage the all logistics, in terms of quotation, procurement and security of project materials and properties.

Sales & Marketing Assistant

Bluewave Company | April 2024 – March 2025

- Delivered high-quality customer service and resolved complaints effectively.
- Acquired over 10 new clients, increasing monthly water sales from 2,000 to 3,500 bottles.
- Contributed to increased profitability through customer retention and marketing initiatives.

Salon Assistant / Hairdresser

Lechiq by Agness Salon | Sept 2023 – April 2024

- Assisted in daily salon operations including stock purchasing, stock control, and cashier duties.
- Supported marketing efforts to attract new clients.
- Gained hands-on experience in beauty and cosmetology while assisting professional stylists.

Restaurant Manager (Volunteer)

Dala Restaurant | May 2023 – Sept 2023

- Conducted market research to identify customer preferences.
- Developed menus, sourced equipment, and supported business setup.
- Played a key role in launching the restaurant to profitability within five months.

House Manager & Childcare Assistant

Miss Bethsheeba Home | Feb 2022 – Sept 2022

- Managed household operations and childcare responsibilities.
- Developed strong responsibility, patience, and communication skills.
- Demonstrated reliability and trustworthiness in a private home setting.

Student Attachment

Kisumu County Probation & Aftercare Services | Nov 2021 – Jan 2022

- Supported probation officers in administrative and field activities.
- Gained exposure to alternative sentencing methods such as Community Service Orders.
- Enhanced interpersonal and professional communication skills.

Self-Employed Trader

Kisumu Open Market Stalls | March 2020 – Jan 2021

- Sold clothes and shoes during the COVID-19 period to support personal expenses.
- Developed business, negotiation, and customer-handling skills.
- Learned risk management and adaptability in a competitive market.

EXTRACURRICULAR & COMMUNITY ACTIVITIES

- Active participant in athletics, netball, handball, and choir during primary and secondary school.
- Community service involvement with eGEM and WeCare Organization during college.