

# **KIPSANG JEPKORIR WINNIE**

**P.O. BOX 44, Eldama Ravine**

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## **Professional Summary**

Results-driven telesales and customer service professional with proven success in achieving sales targets and providing excellent customer experiences. Demonstrates proficiency in ERP software, data management, and telephone systems. Possesses strong communication skills, resilience, and a customer-focused approach, with a track record of building strong client relationships and resolving issues effectively.

## **Core Competencies**

- Proven track record in telesales and customer service roles
- Excellent verbal and written communication skills
- Cool-tempered and effective in handling rejections
- Strong negotiation and issue resolution skills
- Ability to learn and explain product features to clients
- Fluent in English, with outstanding interpersonal abilities

## **Professional Experience**

**MOGO Auto Ltd | Loan Officer| (March 2021 – August 2023)**

- Proactively presented products and services to clients, generating interest and closing sales over the phone.
- Successfully met and exceeded sales quotas, contributing to the company's growth through targeted sales strategies.
- Entered and maintained accurate customer information in the MOGO IT system and managed loan applications, ensuring quick loan disbursements.
- Built and maintained a network of prospective and existing clients, serving as the main point of contact for inquiries and support.
- Prepared and submitted detailed sales and performance reports to supervisors, identifying areas for improvement.

- Resolved client complaints effectively, demonstrating excellent problem-solving and customer service skills.

#### **Boresha Sacco Society Ltd | Intern (September 2018 – December 2018)**

- Assisted in managing customer accounts, retrieving and processing data using MS Excel and ERP systems.
- Handled customer inquiries, provided support, and addressed grievances to ensure satisfaction.
- Processed loan forms, managed account registrations, and issued ATM cards to new members.
- Conducted loan appraisals and reconciled financial journals, ensuring accurate records.
- Gained hands-on experience in financial processes and enhanced customer service skills through direct client interactions.

#### **Education**

##### **Moi University | Bachelor's Degree in Business Management Accounting (September 2015 – December 2019)**

- Second Class Honors, Upper Division

#### **CPA | Foundation Level**

- Certified Public Accountant

#### **Technical Skills**

- Microsoft Office: Advanced skills in MS Excel, Word, and PowerPoint.
- ERP Systems: Hands-on experience with enterprise resource planning tools.
- Data Analysis: Skilled in organizing, analyzing, and presenting data for decision-making.

## **References**

- Dr. Edwin Kimiti

Moi University, Exam Coordinator, School of Business and Economics

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- Prisca Rutto

Accountant, Boresha Sacco Society Ltd

Tel: 0724305659

- Brian Mabonga

Team Leader, Mogo Auto Ltd

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