# CURRICULUM VITAE.

**BIO DATA:**

Name : Edigah Bwari Nyamwange

ID No : 39398299

Phone No : 0768028717

Date of birth : 05/08/2002

Nationality : Kenyan

Languages : English and Kiswahili

Gender : Female

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# PERSONAL STATEMENT:

I am an ambitious, diligent, self-driven Science in Community Development and Environment graduate equipped with a recommendable experience and passionate knowledge in

entrepreurship,foundation and development in environmentalism, global trends in community development, human ecology and adaptation, principles of environmental planning, environmental biology, water resources and sanitation management, waste management planning, politics and environmental management, principles of administration and

management, disaster management, gender and community development, human resource

management, and managing all aspects in life cycle, offering a core competence. I am passionate about navigating the path that will challenge my aptness. I am competent in fixing umpteen

undertakings assigned to me and my capabilities. I have impregnable skills that position me to work in any fast-paced organization. I am also fanatical about the community which is

spotlighted throughout my volunteer work experience. I have finished studying for a Bachelor of Science in Community Development and Environment at Jomo Kenyatta University of Science

and Technology and I am seeking actuality, hands on experience to further flourish my gathered skills.

# OBJECTIVES.

* To improve the overall well-being of communities by addressing social, economic and environmental needs.
* To foster economic growth and sustainability within the community by supporting local businesses and promoting entrepreneurship.
* To address healthcare challenges, improve access to medical services and

promote nutrition and wellness initiating to enhance the health of community members.

* To enhance my professional skills in a dynamic and stable workplace.
* To solve problems in an effective and creative manner in a challenging environment.
* To gain employment with an institution that offers me a consistently positive

atmosphere to learn new technologies and implement them for the betterment of the institution.

**Key skills and competence**:

* Create communication, listening and motivating skills.
* Ability to work with a team of dedicated professionals to achieve the deadline for the executed work.
* Proficiency in Microsoft and general computer usage.
* Very positive attitude towards criticism and change.
* Good customer service and relation.
* Work under minimum supervision.
* Good leadership skills.

# ACADEMIC QUALIFICATIONS.

## Date Institution Qualifications.

Sept 2020-Dec 2023 Jomo Kenyatta University of Agriculture and Technology BSc. Science in Community Development and Community

|  |  |  |
| --- | --- | --- |
| Jan 2016-Nov 2019 | St. Charles Girls High School | Kenya Certificate of |
| secondary education |  |  |
| Jan 2007-Nov 2015 | Riosugo Primary School | Kenya Certificate of |
| primary education.  **WORKING EXPERIENCE.** |  |  |

## Aug 2024 - To Date Sanlam Insurance Company –Sales Representative

* Handling enquiries from customers in person over the phone and online.
* Marketing and selling life insurance policies to clients, achieving and surpassing sales targets.
* Conducting comprehensive financial needs analysis and offer customized insurance solutions.
* Staying updated with industry trends and Sanlam’s product offering to provide accurate and relevant advice.
* Resolving client’s complaints.
* Escalating issues when necessary.
* Building strong relationships with the clients to promote customer satisfaction and long- term loyalty.
* Improving customers service procedures and policies.
* Measuring customers satisfaction and working to target.
* Reporting on performance.

## Feb 2023-May 2024 Rubis Energy Company - Customer service Assistant

* Handling inbound and outbound customer inquiries via phone, email, chat or social media.
* Assisting customers with orders, billing inquiries, products information and returns.
* Working with a spreadsheets, sales and purchase ledgers and journals
* Recording and filing cash transactions for the organization.
* Controlling credit and chasing debt for the smooth run for the company.
* Col laboring with other departments to enhance the overall customer experience.
* Ensuring accuracy in data entry and maintaining up-to-date customer records.
* Stay informed about company products, services, policies and updates.
* Use knowledge effectively to guide and educate customers.

## Oct 2021-Dec2022 Nivas Supermarket -Merchandiser

* Identifying new business opportunities.
* Maintaining relationships with existing clients.
* Working closely with the business owner on a business growth strategy and then devising an action plan with goals and objectives.
* Researching business or economic trends and recommend viable new growth strategies.
* Exploring opportunities to submit requests for proposals.
* Creating strategic alliances among similar but non-competing businesses.
* Training, coaching or mentoring company employees.

## Aug 2020-July 2021 Coca Cola Company-Sales and Marketing

* + Answer customer inquiries regarding products or services.
  + Reroute customer calls to appropriate sales personnel.
  + Maintain a database of customer calls, their needs and requirements.
  + Conduct market research and field survey for clients’ products and services.
  + Prepare research and survey reports for top sales management.
  + Mail billing copies of sales to customers.
  + Coordinate with accounts receivable team in collecting balances.
  + Implement best practices in sales programs.

## Dec 2019-June 2020 Halal Electronics Eastleigh -Sales Representative

* Achieving sales targets consistently despite obstacles.
  + Ensuring accurate and timely cash collection per company policy.
  + Depositing with the company cashier on daily basis.
  + Building goodwill with the trade and exert all effort to help the trade resell our products prior to their expiry date
  + Calling potential customers to explain company products and encouraging purchases.
  + Maintaining an accurate record of all sales, scheduled customer appointments, and customer complaints.

# CONFERENCES AND WORKSHOPS.

Jomo Kenyatta University of Agriculture and Technology got a certificate of Participation at the 57th Annual International Conference on the theme, “Action Research in Higher Education and Development in Africa”

Jomo Kenyatta University of Agriculture and Technology, Transformative Leadership for

Societal Empowerment in the 21st

Century”, 2022. First Interdisciplinary International Conference.

# KEY SKILLS AND COMPETENCIES.

**SKILLS**

* + Financial skills; I have gained substantial knowledge and experience on financial matters such as financial accounting, determining budget variances, budget

preparations and planning and performing cash financial flow forecasting.

* + Accounting skills; skilled with knowledge of handling general accounting principles

such as reconciliations, petty cash management, and the general ledgers and balancing of accounts, account payables and receivables, and ensuring proper book keeping.

* + Budget preparations; competent with the skill set of tackling budget preparations which involve receiving the budget estimates and examining therefore completeness, carrying out budget planning and consolidating the data for budget presentation.

Tax and statutory; well versed with various taxes [VAT, income tax and withholding.

* + Computer skills; database management skills i.e., data entry, uploading and processing data, communication with clients.
  + Social media and web skills i.e., marketing and product advertisement, delivering organization articles etc.

# VOLUNTARY WORK EXPERIENCE.

* + Charity work at Juju Centre Nairobi County in August 2022.

Collected and distributed relief items like food, donations and clothing from group members.

* + Helping to keep the children’s home clean, as well as the grand opening of the facility.

# REFEREES. EMMANUEL MARUTTI

RSC 0720264925

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