

FELIX O. AYOT

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PERSONAL PROFILE

A diligent, committed and articulate brand ambassador with excellent communication skills and high level of client commitment. A capable, intelligent and presentable professional with undisputed ability to understand an organization's objectives, industry and mission statement. Possess the right technical and soft skills with ability to plan and manage territory while maintaining and developing existing and new customers through ethical sales methods and consistent high customer service. My goal is to become a valuable mutual asset by providing efficient services contributing effectively to organizational success and developing my skill set further.

EDUCATION & CREDENTIALS

- ✓ Bachelor of Science in Procurement and Contract Management, Jomo Kenyatta University of Agriculture and Technology, 2015-2019.
- ✓ Kenya Certificate of Secondary Education (K.C.S.E), A, Maranda High School, 2011 - 2014.

KEY PROFESSIONAL SKILLS

- ✓ Skilled in developing trust and build good rapport with customers.
- ✓ Excellent command over written and verbal communication.
- ✓ Good convincing and negotiation skill.
- ✓ Ability to meet strict deadlines while retaining quality standards.
- ✓ Aware of the latest market trends and up to date on product knowledge.
- ✓ Knowledge on latest development in the field of commercial.
- ✓ Excellent after sales service ensuring the customer has had a good experience.
- ✓ Fine attention to detail where mistakes or other discrepancies are spotted.
- ✓ Highly proficient computer skills with the knowledge and ability to collect, document, and interpret analytical data.
- ✓ Highly experienced in selling and marketing retail foods across regions.
- ✓ Good time management, impressive organizational and planning skills.

CORE COMPETENCIES

Confident communicator | Sales & Marketing | Business acumen | Sales skills | Brand Management | Training | Customer Service | Listening skills | Quality Control Analysis | | Project coordination Quality Assurance |

LIFE ASPIRATIONS & GOALS

- I was raised by a single mother and educated by a scholarship from Equity Group Foundation. I have a passion to reciprocate the good faith to other children who are in the same predicament as mine, hence giving back to the society.
- I aspire to be a successful, innovative individual who would make great changes in the socioeconomic world.

CAREER HIGHLIGHTS

Bank Relationship Officer | Equity Bank (K) Limited, Kitengela Branch | January 2021 to date

Key Contributions & Results:

- Served as an ABC Officer onboarding and educating customers on Alternative Banking Channels like ATM cards and other payment cards services such as merchant swipes for payment of goods and services.
- Served as a Mica Champion onboarding and educating customers on Mobile Banking Services including Equitel, Eazzy Banking App, Eazzy247, EazzyNet, Equity Mobile and Equity Online.
- Served as an Account Opening Officer onboarding new customers and educating them on tailored account products such as PWEs and Equity Billers for payment collections that massively improved the branch deposits; and other products depending on the customers' occupation.
- Served as a Clearing Officer receiving and processing customers' cheques for clearing into their accounts.
- Maintained healthy customer service strategies that yielded to customer retention and attraction of more.

Trade Development Representative | Twiga Foods Limited, Nakuru Depot | September 2020 to December 2020

Key Contributions & Results:

- Took part in the market research and business intelligence gathering for corporate decision to explore the new Nakuru market for expansion.
- One of the pioneer trade developers for the company in the newly opened Nakuru depot.
- Raised a substantial daily revenue through daily customer orders and numbers that created a lot of confidence for the company.
- Maintained a healthy customer relations that not only enhanced customer retention but also more customer recruitments hence full market expansion.

Bank Relationship Officer | Equity Bank (K) Limited, Kayole Branch | August 2019 to August 2020

Key Contributions & Results:

- Maintained international money transfers transactions via means i.e Western Union and MoneyGram.
- Maintained Forex Exchange transactions i.e BUREAU DÉ CHANGE for visiting foreigners.
- Maintained mobile money transfers transactions i.e M-PESA and AIRTEL MONEY.
- Maintained receipts and withdrawals transactions for clients on their various accounts.
- Maintained healthy customer service strategies that yielded to customer retention and attraction of more.

Attachment| Equity Bank (K) Limited, Ruai Branch| January-August 2017

Key Contributions & Results:

- Maintained international money transfers transactions via means i.e Western Union and MoneyGram.
- Maintained Forex Exchange transactions i.e BUREAU DÉ CHANGE for visiting foreigners.
- Maintained mobile money transfers transactions i.e M-PESA and AIRTEL MONEY.
- Maintained receipts and withdrawals transactions for clients on their various accounts.
- Maintained healthy customer service strategies that yielded to customer retention and attraction of more.

OTHER ROLES HELD

Bank intern, Teller at Equity Bank Ltd ,Bondo Branch before joining Campus; **March** to **August 2015**.

REFERENCES

Crispo Mwangi Maina

Senior Business Growth and Development Manager

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