**JOE AKATSA**

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**CAREER OBJECTIVES**

A well organized and team oriented individual with the desire to meet and exceed measurable performance goals, extremely organized and with a strong reasoning ability. Possesses the ability to successfully identify potential opportunities to offer and improve customer service delivery and develop innovative and cost-effective methods.

**SKILLS AND COMPETENCES**

* Effective communicator
* Interpersonal skills
* Collaboration skills
* Resilience in difficult situations
* Ability to multitask and meet changing deadlines

**EDUCATION BACKGROUND**

Mount Kenya University, Nairobi December 2016 – December 2021

Bachelor of Arts in Criminology and Security Studies

**PROFESSIONAL DEVELOPMENT**

Generation programme Kenya January 2023

Certificate in Distributed Sales

**WORK EXPERIENCE**

**Lilly Parcel Services, Nairobi February 2022-January 2023**

**Assistant Administrator**

* Handled customer queries which led to better customer service
* Handled incoming and outgoing calls, forwarding them to the relevant departments
* Prepared and evaluated employees KPIs which led to improved output.
* Ensured all contracted files were updated and organized making them accessible to authorized individuals.
* Assisted in investigating internal claims leading to settlement of claims and debts.

**Elevens Creation January 2020-December 2021**

**Proprietor**

* Handled customer queries and concerns leading to better service delivery
* Improved business acumen especially in sales, distribution and production of fashion items leading to increased.
* Improved communication skills from interacting with clients, especially on social media thus attracting more clients.
* Prepared and balanced books and budgets thus contributing to the clarity of the accounts.

**Kenya Red Cross January 2020- December 2020**

**Youth Mentor**

* Interacted with youths from different countries, understanding what challenges they go through and exchanging ideas for betterment.
* Conducted counseling sessions with the youth including sex education and life skills, leading to increase of awareness within the community.
* Participated in community projects such as food drives and street clean ups making the community a better place.

**Investigations Department, Nairobi City Council, Nairobi. October 2019-December 2019**

**Investigation Officer**

* Maintained Crime records and ensured they were safely kept.
* Conducted interviews and interrogations so as to acquire information.
* Attended the front desk when required so as to effectively serve all individuals.

**Synthesis limited,Karen,Nairobi January 2015-Nov 2016**

**Office Clerk**

* Handled documentation which involved filing, photocopying and scanning in turn made documents to be found easily.
* Performed telephone operations such as responding to inbound calls and also made outbound calls that increased customer satisfaction
* Delivered parcels and documentation to various clients , thus increased customer satisfaction.

**REFEREES:**

Ms.Wendy Olulo

EHS Officer

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