**JASELINE KANDAGOR AENGWONY**  
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**PROFESSIONAL SUMMARY**

Dedicated and results-driven finance and sales professional with expertise in banking, customer acquisition, and business development. Adept at driving sales, onboarding new clients, and fostering long-term relationships. Passionate about delivering outstanding customer service while achieving organizational goals.

**CAREER OBJECTIVE**

To contribute to a progressive organization by leveraging my skills in sales, finance, and customer service while continuously learning and growing within a dynamic and challenging role.

**CORE COMPETENCIES**

✅ Customer Acquisition & Sales  
✅ Lead Generation & Relationship Management  
✅ Business Development & Account Management  
✅ Financial Planning & Analysis  
✅ Marketing & Promotional Strategies  
✅ CRM & Data Analysis Tools  
✅ Problem-Solving & Decision-Making  
✅ Process Improvement & Compliance

**EDUCATION**

**Diploma in Banking and Finance** | Mount Kenya University | 2019 - 2022  
**Kenya Certificate of Secondary Education (KCSE)** | Santa Maria Secondary School | 2015 - 2018

**PROFESSIONAL CERTIFICATIONS**

* Certificate in Information Communication Technology (ICT) – Advanced Technology & Communication
* Training in Communication Skills, Customer Service, and Experience (Dec 2023)

**WORK EXPERIENCE**

**Sales Agent**

**Premier Credit Limited | July 2023 – Jan 2024**

* Promoted and sold financial products and services to clients.
* Performed cost-benefit and needs analysis to tailor services to customers.
* Achieved sales targets through cold calling and direct engagement.
* Managed customer complaints and ensured high levels of satisfaction.
* Maintained financial records, processed loan applications, and assessed creditworthiness.

**Customer Care Representative**

**Digital Spa, Nairobi | Jan 2022 – Dec 2022**

* Processed and appraised loan applications, offering financial advisory services.
* Managed customer inquiries, complaints, and transactions.
* Assisted clients with account management and financial literacy.
* Monitored customer needs and provided recommendations for financial products.
* Supported sales operations through marketing campaigns and promotions.

**Finance Intern**

**Immigration Department | May 2021 – Aug 2021**

* Monitored budgets, revenue, and expenditures.
* Handled cash book maintenance, bank reconciliations, and financial reporting.
* Assisted in tax filing, loan applications, and financial documentation.
* Provided customer service, account openings, and finance-related support.

**KEY SKILLS**

* Strong communication & interpersonal skills
* Sales & marketing expertise
* Data management & analysis
* Leadership & teamwork
* Strategic planning & execution

**INTERESTS & HOBBIES**

* Traveling
* Swimming
* Public Speaking
* Community Engagement

**ACCOMPLISHMENTS**

✔ Streamlined workflows, improving efficiency in financial reporting.  
✔ Successfully met and exceeded sales targets through effective strategies.  
✔ Provided critical support in finance and banking operations, ensuring compliance and accuracy.

**REFERENCES**

📌 **Samwel Nyamai** | Finance Officer, Immigration Department | 📞 0711 306 275  
📌 **Joan Jelagat** | Manager, Digital Spa | 📞 0714 659 156