

Skills Summary

- Proven ability to manage teams and lead projects effectively.
- Strong skills in providing excellent customer service and ensuring satisfaction.
- Expertise in maintaining accurate financial records and managing accounts.
- Skilled in analyzing financial data and reconciling discrepancies.
- Efficient in prioritizing tasks and meeting deadlines.
- Capable of identifying issues and implementing practical solutions.
- Excellent verbal and written communication skills.
- Collaborative and effective in working with diverse teams.
- Experience in organizing and managing successful events.
- Passionate about guiding and supporting individuals in their personal and professional growth.
- Proficient in managing social media platforms to enhance engagement and awareness.
- Strong command of computer applications and office software for efficient operations.

Profile Summary

A highly motivated and dedicated professional with experience in customer service, accounting, and management, currently seeking new challenges to apply my skills and contribute to organizational success. With a background in managing financial operations, team leadership, and fostering customer relationships, I bring a strong focus on continuous improvement and efficiency. I have extensive experience in bookkeeping, financial analysis, and ensuring compliance with tax regulations. Additionally, I am actively engaged in community work, volunteering in mental health initiatives and supporting marginalized groups. With a passion for learning and development, I am currently expanding my skills in web development and German language proficiency. My commitment to excellence and passion for achieving results makes me an ideal candidate for any role that requires a strategic and customer-centric approach.

Career Objectives

Seeking a dynamic position in a forward-thinking organization where I can leverage my skills, experience, and passion for excellence to contribute to growth and success. Driven by continuous improvement, I aim to deliver impactful results while fostering a collaborative and innovative work environment.

Work Experience

Manager and Accountant – Annabella's**June 2020 to Date**

Annabella's is a customer service-oriented company where I serve as Manager, Accountant, and Bookkeeper. Key responsibilities include:

- Overseeing the daily operations and overall management of the business.
- Making strategic decisions to ensure the company's growth and success.
- Recruiting and hiring qualified personnel to build a strong team.
- Cultivating trust between the company and its customers.
- Managing the company's financial records, including accounts payable and receivable.
- Preparing payroll and ensuring timely disbursement to employees.
- Recording and reconciling daily financial transactions.
- Ensuring compliance with financial regulations and tax laws.
- Collecting, analyzing, and correcting financial discrepancies.
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- Collecting, analyzing, and correcting financial discrepancies.

Education & Qualifications

AFRICAN MANAGEMENT**INITIATIVE – September 2016**

Certificate of Completion in Mastering Customer Service

Certificate of Completion in Mastering Sales

Certificate of Completion in Knowing Your Business

Certificate of Completion in Introduction to Employability

OLEKASASI HIGH SCHOOL –**December 2011**

Kenya Certificate of Secondary Education (KNEC)

Interests & Hobbies

- Motivational Speaking
- Attending Conferences
- Watching Educational Documentaries
- Volunteer and Community work

Trainings

- KIWAN COMPUTER COLLEGE – March 2012
- Certificate in Computer and Office Applications, IT
- Leadership and Management
- Organizational Development
- Problem-Solving and Decision-Making
- Cultural Sensitivity and Diversity
- Communication Skills
- Time Management and Productivity

Referees

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Work Experience

Volunteer – Nivishe Foundation

2020 to Date

Nivishe Foundation is a youth and women-led organization in Kibera, Nairobi, focused on improving mental well-being in informal communities. As a volunteer, I:

- Provide mentorship programs for young girls and women.
- Engage in community-based mental health interventions.
- Facilitate workshops on mental health awareness.
- Organize group therapy sessions to address mental health issues.
- Support emotional and psychological resilience in the community.
- Collaborate with other volunteers to create impactful programs.
- Offer one-on-one mentorship to at-risk individuals.
- Participate in campaigns to reduce stigma around mental health.

Volunteer – VIO/GDD Volunteers Group

2017 to Date

Volunteer Involving Organization (VIO) and Good Deeds Day (GDD) focus on supporting the less fortunate. My contributions include:

- Distributing donations to street children, the elderly, and those in need.
- Engaging with beneficiaries to understand their stories and challenges.
- Organizing events to collect and distribute resources.
- Supporting children with disabilities through care and education initiatives.
- Providing aid and comfort to women and inmates.
- Coordinating community outreach programs to foster inclusion.
- Advocating for social justice and equal opportunities.
- Leading social media management to raise awareness about the organization.
- Partnering with international chapters to expand the impact of initiatives.
- Mobilizing resources and volunteers for emergency relief efforts.