



Cheryl Mangala

Contact

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Skills

- Goal-oriented mindset
- Analytical thinking
- Problem-solving aptitude
- Customer relations
- Lead prospecting
- Multitasking Abilities
- Effective communication
- Time management abilities
- Organizational skills
- Team collaboration

Professional representative with robust experience and strong commitment to delivering exceptional results. Effective at collaborating within teams and adapting to changing needs to ensure reliability and success. Skilled in communication, problem-solving, and customer relations, with focus on achieving impactful outcomes. Valued for proactive approach, integrity, and ability to build lasting professional relationships.

Work History

2025-01 -
Current

Commercial Intern

- Coca-Cola, Nairobi, Nairobi Province, Kenya*
- Utilized Microsoft Word, Excel, PowerPoint and Outlook.
 - Added value to department by performing duties and assignments determined by manager.
 - Collaborated with the sales team for successful trade show participation and lead generation.
 - Streamlined data management processes, ensuring accurate record-keeping of client information.
 - Established and managed relationships with external data providers and research vendors.
 - Utilized specialized software to capture and process data such as CE (Customer Engagement) and F&O (Finance and Operations)
 - Explored new technologies and approaches to streamline processes.
 - Sorted and organized files, spreadsheets, and reports.
 - Consistently met deadlines while balancing multiple tasks simultaneously under high-pressure situations.

2022-02

Customer Service and Admin Representative

- JBEEJURA DESIGNZ (HOME254), Nairobi*
- Created and maintained customer service reports that provided insights into customer service performance and customer feedback
 - Developed a comprehensive knowledge of company products, competitors, and the industry, resulting in improved customer service
 - Implemented the credit policy and procedures

manual that improved customer service and compliance with industry regulations

- Developed and implemented customer service training and development programs that improved customer service representatives' skills and knowledge

2019-12 -
2020-11

Medical Bill Clerk (Intern)

Kisumu County Referral Hospital, Kisumu

- Worked effectively with medical payers such as NHIF, LINBA MAMA, commercial insurances to obtain timely and accurate payments
- Identified, researched and resolved billing variances to maintain system accuracy and currency
- Contacted clients with past due accounts to formulate payment plans and discuss restructuring options
- Generated and submitted monthly billing reports to management for financial overview
- Provided excellent customer services, developing and maintaining client relationships

2018-01 -
2018-04

Community Based Attachment (Finance)

Kisumu County Government, Kisumu

- Prepared tax returns and supported the auditing process, ensuring compliance with relevant laws and regulations
- Ensured compliance with federal regulations and laws by monitoring and auditing activities
- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner
- Created reports and documents as requested by the office manager

2010-01 -
2010-04

Attache'

Kisumu County Government, Kisumu

- Managed accounts receivable and accounts payable to ensure accurate and timely payment of invoices
- Maintained accurate records of customer interactions and payment arrangements in accordance with company policy
- Successfully diffused potentially violent situations

through de-escalation tactics, resulting in zero incidents of inmate violence

- Identified and resolved invoice and payment discrepancies to ensure timely payment of suppliers

Education

2015-04 -
2020-12

BCOM: FINANCE

STRATHMORE UNIVERSITY - Nairobi

GPA: 2nd class upper degree

2015-01 -
2015-03

ICDL: International Computer Driving License

MASENO UNIVERSITY - Kisumu

GPA: Certificate

2010-01 -
2014-12

KCSE: Kenya Certificate of Secondary Education

CHEMELIL SUGAR ACADEMY - Kisumu

GPA: KCSE CERTIFICATE

2002-01 -
2006-12

KCPE: Kenya Certificate of Primary Education

KAKAMEGA HILL SCHOOL - Kakamega

GPA: KCPE CERTIFICATE