

ROBINSON KIRIMI MUTUMA

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STATEMENT OF PURPOSE

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I am an honest, vision oriented, highly motivated, self-driven, reliable professional who is determined to achieve the best through hard work, for I believe we have a society to jointly build and be proud of and thus must play my part to my best. I love what I do and I do it passionately. I am a social person and a team player. I believe in best practices of corporate governance that include accountability, integrity and best ethical practices that can positively influence the growth of the organization.



Skills

- Computer Skills
- Good communication skills
- Leadership Skills
- Web Design Skills
- Research skills



Work History

April 2018 – Technobrain Limited -Customer Service Representative

Dec 2018 *Dlight Solar, Nairobi*

- Negotiating repayment plans.
- Maintaining contact with the clients to ensure timely payments.
- Resolving both internally and externally arising questions concerning Dlight Products.
- Taking a proactive role in managing and collecting debts from company's debtors.
- Following up payments as needed.
- Registering of new clients acquired by field agents in the companies database systems.

Jan 2019- Microsoft-IT Support.

March 2019 *Troubleshooting Systems And Testing Systems.Images Refining.*

ROLES.

- Ensure That Codes have a specific behavior in different systems.
- Troubleshoot Machines For Better Performance.
- User Support Of Systems.
- Refining Images to get specific Colors and Sizes.

April 2019 - CCI Kenya-Customer Service Representative

Nov 2019 *Dlight Solar, Nairobi*

ROLES.

- Negotiating repayment plans.
- Maintaining contact with the clients to ensure timely payments.
- Taking a proactive role in managing and collecting debts from company's debtors.
- Following up payments as needed.

Dec 2019 - Firch International-Team Leader.

July 2020 *Pesaflash Kenya, Nairobi*

ROLES.

- Sending daily reports to the team manager.
- Following up on progress of daily performance of agents.
- Sending hourly performance to the agents on collections done.
- Ensuring each agent is able to achieve the daily targets.
- Telesales of the loan app to acquire clients.

Aug 2020 - Iprocure Limited - Ipos Trainer

July 2021

ROLES

- Approach potential clients for the Point Of Sale software systems in Companies and the retail sector.
- Training owners and shop attendants on system usage.
- Install the software system at the clients business premises.
- Assist clients in sorting system issues and ensuring perfect functionality of the system.
- Following up on clients repayments of the system and ensuring payments are up to date
- Preparing weekly reports on clients visited, installations and weekly total repayments.



Education

2014 - 2018 **Bsc: Mathematics And Computer Science**

Kirinyaga University

- Graduated with a First Class Honors
- Member of Computer Club
- Table Tennis Player

March 2017 - **Certificate in Web Design**

July 2017 *Achievers College*

Jan 2010 -

Nov 2013 **Miruriiri Boys High School - Meru**

- Did the Kenya Certificate of Secondary School Education (KCSE) examination
- Mean grade of B+

Jan 2002 - **St.Teresas Boys Primary School - Nairobi**

Nov 2009

- Did the Kenya Certificate of Primary School Education (KCPE) examination.
- Attained 281 out of a possible 500 marks



Languages

Language proficiency- English and Kiswahili



HOBBIES AND INTERESTS

I have interests in the following:

- Music
- Travelling
- Reading to stay knowledgeable
- Programming



REFEREES

Mr.Geoffrey Muthoka
Kirinyaga University
Undergraduate Lecturer
Mobile: 0723 387 621

Mrs Amulabu
Human Resource
CCI Kenya
Mobile: 0729 780 252

Mr. Joe Mwangi
Human Resource
Technobrain Limited
Mobile: 0724 462 684

Mrs. Benta Opiyo
Human Resources
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