# MICHELLE WAITHIRA NJARAMBA P.O.BOX 35679, Nairobi-00100

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| **Bio Data** | **Gender:** Female  **Date of Birth:** 7th November ,1991  **Marital Status:** Married |
| **Personal Profile** | Experienced in customer service, sales, marketing and administration at large. Professionally skilled in customer relationship management, sourcing, presenting, promoting and selling products and services efficiently and effectively. Extensive experience in office management, operations and project management, support within secretarial, clerical and management departments. Proven ability to develop and oversee client’s satisfaction and communication with company management to ensure objectives are met. Experience in negotiating and conducting research, analysis, strategy, branding and promotion of products or services. |
| **Education and Training** | 2019-Ongoing University of Nairobi  **MA in Project Planning and Management** |
|  | 2012-2015 University of Nairobi  **BCOM in Procurement and Supply Chain** |
|  | 2010-2012 University of Nairobi  **Diploma in Human Resource Management** |
|  | 2006-2009 St. Angelus-Nguviu Girls High School  **Kenya Certificate of Secondary Education** |
|  | 2002-2005 Sacred Heart Kyeni Boarding Pri School  **Kenya Certificate of Primary Education** |

* **Communication skills**: Good level of verbal and written English and Kiswahili

**Skills**

* **Excellent organization skills**: resilient, initiative, punctual and courteous.
* **Excellent analytical skills**: logical reasoning, critical thinking, research, data analysis and creativity.
* **Leadership Skills**: Ability to manage and administer a department.
* **Interpersonal and Teamwork**: Able to motivate a team to achieve objectives and maintain effective working relation with people of different cultures and backgrounds
* **Problem-Solving skills**: I am an active listener and I have ability to make great decisions and manage conflict
* **Negotiation skills**: I have the ability to influence others.
* **Reporting Skills**: I have the ability to prepare statistical and written reports.
* **ICT Competence**: Strong analytical and computer skills, proficiency in Microsoft Word, Excel, Outlook, PowerPoint, and SharePoint

# Work Experience

**Oct 2018 to Dec 2020**

**CYTONN INVESTMENTS**

An investment and real estate company focused on offering alternative investment solutions to global institutional investors, individual high net-worth investors, local institutional investors and diaspora investors interested in the East-African region. Our alternative investments solutions are based on four main products: real estate, structured solutions, private equity, and advisory

# Position: Financial Advisor-Sales. Key Responsibilities

* Provide high quality investment guidance to clients based on their needs, goals, and lifestyle
* Present, promote and sell products to existing and prospective clients.
* Establish, develop and maintain positive business and customer relationships.
* Presented financial planning seminars to existing and prospective clients.
* Reach potential customers through cold calling.
* Achieve agreed upon sales targets and outcomes within schedule.
* Attend prospect and client meetings to make presentations and oversee follow up.
* Identifying opportunities for product development, and other product offerings.
* Creating, developing and managing customer relationships that ends in tangible results

# Key Achievements

* Increased client satisfaction rating by 8% in my first year.
* Discovered undervalued investments and identified long term sustainable growth
* Contributed to a productive and happy work environment, dedicated to the satisfaction of the clients

# Feb 2011- June 2017 XTREME MEDIA SOLUTIONS AND YOUTH DYNAMIX AGEN

The above organizations deal in building brands and implementing successful marketing strategies for various leading companies and events in Kenya and East Africa at large that include **EABL, YDX AGENCY, XTREME MEDIA,PRIDE INN HOTELS AND CONFERENCING, VIVA GLOBAL, APA INS, UNTAD,TICAD** amongst others. They develop an effective synergy between innovative technical solutions, project management, event coordination and creative strategy resulting in impactful high end productions that match brand messaging and client’s needs

# Position: Brand Ambassador and Project Supervisor Key Responsibilities.

* Boost sales, ensure customers are satisfied and feedbacks recorded
* Enlighten customers on products and services
* Create and deliver project instruction to team members
* Performed various secretarial and clerical duties
* Develop and maintain relationships with clients as required by establishing correct interfaces and presenting professional image
* Manage logistics ensuring compliance and adherence of right products and service output
* Managing the planning and implementation of projects for accuracy and in time delivery
* Supervise and conduct quality control for work performed
* Brand development, expanding network to promote products and services
* Ensuring merchandise delivered is checked for quality and quantity as per specification provided

# Leadership

* **Organizing Secretary- Youth Church Service (St. Clare Catholic) 2015- 2017**
* **Chairlady Kenya Red Cross Society 2009 (Nguviu Girls High School)**
* **Journalism Club -2009**
* **Member of Kenya Red Cross Society**

**Mr. JOHN ASIYO**,

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**Referees**