

## **CURRICULUM VITAE**

### **PERSONAL DETAILS**

NAME : BEATRICE ALUOCH ODERO  
DATE OF BIRTH : 28<sup>TH</sup> JUNE 1978  
GENDER : FEMALE  
NATIONALITY: KENYAN  
MARITAL : MARRIED  
RELIGION : CHRISTIAN  
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### **ACADEMIC BACKGROUND**

#### **COLLEGE QUALIFICATION**

2011 : Nairobi Institute of Business Studies  
(Diploma in Public Relations)  
2011 : Nairobi Institute of Business Studies  
(Diploma in Customer Service)  
2006 : Kenyan College  
(Diploma in Telephone & Reception Operations) 2002: Transworld  
Institute of Management  
(Certificate in Telephone Operations)

## **SECONDARY**

Kenya Certificate of Secondary Education (KCSE)  
(Kisumu Girls High School - PASS)

## **PRIMARY**

Kenya Certificate of Primary Education (KCPE)  
(Nyang'oma Boarding Primary School - PASS)

## **WORK EXPERIENCE**

1999-2001 : Amedo Centre  
Designation: Customer Care Sales Representatives

### **Duties and Responsibilities**

- Reporting to the Sales Manager.
- Attending and advising customers on various products.
- Making and receiving calls for customers.
- Ensuring safety regulations are adhered.

2002 to date : University of Nairobi  
Designation : Telephone Operator

### **Duties and Responsibilities**

- Testing of lines.
- Receiving both local and international calls.
- Booking and making official calls for staff.
- Receiving and directing incoming calls to the appropriate extensions.
- Daily testing of switchboard lines to ensure reliable communication.

- Ensuring that messages are conveyed appropriately.
- Recording and reporting faulty extensions and direct lines to technical and PSTN respectively.

### **HOBBIES**

- Reading Sporting Travelling

### **SOCIAL WORK**

- Participating in charitable work
- Participating in church activities

## **REFEREES**

1. Bernard O. Odhiambo  
Accountant  
Tourism Promotion Services  
Mobile: 0711-119605
  
2. Christopher Owino  
Senior ICT Officer Datacom  
University of Nairobi  
Mobile: 0722-891206