

## **CURRICULUM VITAE**

Nancy Naliaka Wanyama

P.O Box 30197-00100

NAIROBI

### **PERSONAL PROFILE.**

Highly motivated and self discipline with good managerial and communication skills and able to work under minimum or no supervision, resourceful, adaptable and an honest individual.

Also committed and willing to get new experience in all fields of life.

### **PERSONAL INFORMATION**

Marital status: Single

Nationality: Kenyan

### **CAREER OBJECTIVE**

To be all round, committed servant leader who can work effectively in an organization that will engage in roles that will enhance development and enrich my skills in management with overall prerogative of improving my career and the status of the society.

### **EDUCATION.**

2019 –To date - Pursuing Moi University (Bsc Communication and Public Relations)

2011 2012 – Graffins College ( Diploma in Public Relations)

2008 – 2008 – Graffins College ( Diploma in Customer Care and Service)

2003 – 2004 \_ Blanes Secretarial College ( Secretarial)

1999 – 2002 – Moi Primary School

### **WORKING EXPERIENCE**

**MARCH 2015 – To date**

**UNIVERSITY OF NAIROBI – CENTRAL EXAMINATION CENTER (CHIROMO)**

**POSITION: Customer Relations (Receptionist)**

#### **DUTIES:**

- Provide Customer care services to all people visiting the central examination center.

- To respond to enquiries on examination matters from university staff, students, the public and external organizations.
- To respond to phone calls and enquiries regarding the examination center
- To follow up on customers' request and calls and ensure they are fully served and contented
- To maintain information of current regulations, process, procedures and services offered at the center and to communicate to the public
- To receive all the documents for verification and certification by use of CRM
- Receive all the documents and dispatch them to their respective offices
- To liase with Deputy Registrar on all important visitors visiting the Examination Center
- To perform any other duty assigned by my seniors

**APRIL 2013 – FEB 2015 TARAJI SACCO (FORMERLY SIAYA TEACHERS SACCO)**

**POSITION: CUSTOMER CARE OFFICER**

**DUTIES:**

- Advise members the different types of loans offered by the Sacco
- Receive all the different forms, register before taking them to the next officer for action
- Assist members with completing documentation as may be required
- Inform members of their account balances and ensure members understand their statements well
- Handle customer complaints using set customer service policies
- Provide quality service to members and participate in implementing customer care policies and standards
- Receive members request; attend to daily members complaints and follow up to ensure feedback is given and action taken as soon as possible
- Direct all the difficult members and cases to the in charge officers for final decision
- Perform any other duties as may be assigned by my superiors

**JANUARY 2011 – MAY 2012: Real IPM**

**POSITION: SECRETARY/RECEPTIONIST**

**DUTIES:**

- Receive all the correspondences
- Market the products to the public n members
- Read and respond to mails from the members
- In charge of office duties and ensure it runs smoothly
- Work under the directions of my superiors

**NOVEMBER 2008 – NOVEMBER 2009: NATIONAL CEREALS & PRODUCE BOARD (NCPB)**

**POSITION: CUSTOMER CARE/ RECEPTIONIST.**

**DUTIES:**

- Attend to Inquiries and advice members accordingly
- Receive all the correspondences and take them to the in charge officers
- Inform/advice farmers/customers more on products available e.g. rice, fertilizer, maize and their prices
- Guide them where to purchase the products and the outlets plus their prices
- Carry any other duty as directed by my seniors

**JANUARY 2005 – SEPTEMBER 2006**

**POSITION: STORES CLERK**

**DUTIES:**

- Keep records of the materials used, sold and issued
- In charge of all materials in the store
- Supervise and account for the sales and purchase of the materials in the store
- Supervise my juniors and ensure they report on duty and carry on their daily duties accordingly
- Perform any other duty as directed by my senior.

**TRAININGS**

- Effective Customer Service Skills
- Customer Care Skills Development
- Customer Service Excellence seminar
- Training on creation on the university's complaints handling system and citizens service delivery

**SKILLS AND ABILITIES**

- Good Communication and management skills
- Problem Solving Skills skills
- Leadership and Team work skills
- Ability to work under pressure or without supervision
- Customer Care Skills

**TEAM PLAYER:** Enjoy sharing knowledge and encouraging, development of others to achieve specific team goals. Excellent Interpersonal Skills, ability to work well with others in both supervisory or support staff roles.

**REFEREES:**

Dennis Handa  
 Taraji Sacco Ltd  
 P.O Box 605-40600  
 SIAYA

Joyce Wambani  
 National Cereals & Produce Board  
 P. O Box 30856-00100  
 WEBUYE

Humphrey Webuye  
 University of Nairobi  
 P.O Box 30197-00100  
 NAIROBI