

NAOMI KATHURE KIBITI
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A hard-working and results oriented professional with vast experience in marketing, administration and Customer Service. I have an in-depth knowledge in Customer Service, Office Administration and ability to initiate and implement strategies, formulate and deliver results within certain set of restraints and to a certain level of quality. In addition, I am a persuasive, decisive, focused and practical.

Education & Professional Qualifications:

- Pursuing a Bachelor of Commerce at the University of Nairobi
- Diploma in Human Resource Management(UoN),
- Diploma in Public Relations and Customer Service (Institute of Commercial Management) UK
- Two years Diploma course in Secretarial Studies at Kiambu Institute of Science & Technology (K.I.S.T)

Key Professional Skills:

- Proven customer relationship and administrative skills
 - Able to exceed customer expectations with product knowledge & expertise
 - Strong interpersonal and communication and presentation skills
 - Ability to give clear and consistent directives
 - Critical thinking and problem solving skills
 - Strong Planning and organization skills
 - Ability to resolve issues with a result oriented approach
 - Well versed in Microsoft Office, Access, Windows, PowerPoint, Excel and Publisher
- Able to communicate well in all aspects of life to maintain and build fruitful relationships

PROFESSIONAL EXPERIENCE

**Currently working at the Customer Experience Information Centre
Secretary; Principal's Main Office
University of Nairobi College of Health Sciences**

Duties and responsibilities included:

- Offering quality Customer Service to clients and visitors visiting the office
- Managing office diary and handling administrative duties
- Handling the telephone: - receiving incoming calls and making international calls
- Maintain records of documents in circulation and handling incoming and outgoing mails
- Taking care of office equipments e.g. office telephones, LCD Projector, Laptop computers, printers and camera
- Handling general office correspondences, typing, sorting out and mailing
- Handling and routing callers and visitors
- Doing any other duties assigned to me by my boss and supervisors in the office

Marketer;

Co-operative Bank of Kenya Ltd.

Duties & Responsibilities:

- Launched new branches and also did marketing for the Co-operative Bank products
- Consulted with customers about their product or service needs or their wants
- Analyzed what the customers said they wanted and then tailored it to what the company offered
- Received customer calls of requests for products and services
- Investigated what products and services the customers needed Developed distribution plan for how product or services would be distributed to customers
- Negotiated contracts with vendors and distributors to manage product distribution, establishing distribution networks and developing distribution strategies.
- Maintained and updated customer databases
- Organized and attended events such as conferences, seminars, receptions and exhibitions
- Conducted market research such as customer questionnaires and focus groups
- Contributed and developed marketing plans and strategies
- Worked with EXP-Momentum to run customer recruitment campaigns for co-operative Bank of Kenya

Administrator;**Premier Reality Estate Agents****Duties & Responsibilities:**

- Collected, counted, and disbursed money
- Did basic bookkeeping and completed banking transactions
- Communicated with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints. Answered telephones, direct calls and took messages
- Compiled, copied, sorted, and filed records of office activities, business transactions, and other activities
- Operated office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers
- Computed, record, and proofread data and other information, such as records or reports
- Maintained and updated filing, inventory, mailing, and database systems, either manually or using a computer
- Reviewed files, records, and other documents to obtain information to respond to requests

Receptionist;**UDV (Kenya) Ltd/East Africa Breweries Ltd,****Duties & Responsibilities:**

- Screened telephone calls, enquiries and requests and handled them when appropriate
- Organized and maintained diaries and made appointments
- Dealt with incoming email, faxes and post, often corresponding on behalf of their manager
- Liaised with clients, suppliers and other staff in performing the companies administrative duties
- Devised and maintained office systems, including data management and filing
- Updated database pertaining to the department

Interests:

- Reading
- Travelling
- Sports

REFEREES

Please feel free to contact the under mentioned in regard to my competence, work ethic and performance.

Emily K Mworira

P O Box 27691 – 00506

Nairobi

Daniel Mutwiri

P O Box 19676 – 00200

Nairobi

Hellen Karingithi

P.O Box 34567-00100

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