

# **CURRICULLUM VITAE**

## **PERSONAL INFORMATION**

Name : Thomas Otieno Akuom  
Marital Status : Married  
Address : P.O. Box 30197 - 00100 Nairobi  
Date of Birth : 26<sup>th</sup> July 1970  
Cell Phone No : 0722959285  
E-mail : totieno@uonbi.ac.ke  
Nationality : Kenyan  
Languages spoken : English & Kiswahili

## **CAREER OBJECTIVES:**

- To earn a lifetime satisfaction through positive contribution to the firm's effectiveness and efficiency.
- To establish a great level of professionalism in telephone operations in either private or public sector through progressive learning and working with an organization in a competitive market.
- To utilize my telephone operations, customer care and my public relations skills and knowledge to add value to my employer's organization.

## **PROFESSIONAL PROFILE:**

Telephone/Reception course has given me a head start in etiquette, economic diversity and communication experience, sense of responsibility and respect to customers both internal and external. This has been sharpened by my skills gained at the University of Nairobi which I have worked for since 1996 thereby giving me confidence and the know-how to approach different situations.

## **KEY PERSONAL STRENGTHS:**

- Full of creativity, initiative and confidence
- Ability to work under pressure and still meet deadlines
- High sense of personal probity, confidentiality and responsibility
- Ability to multi-task
- Team player and self motivated
- Outgoing personality

### **COMPETENCE:**

- Hardworking
- Focused
- Social

### **SKILLS SUMMARY:**

I have excellent hands-on skills in:-

- Switchboard operations
- Fault detecting
- Call charging
- Customer care
- Accounting
- VoIP Billing

### **PROFESSIONAL TRAINING:**

**May – October 2008**

**Kenyan College:** Diploma in Telephone/Reception

**June – November 1998**

**Visions College:** (KATC- intermediate)

**June – November 1999**

**Visions College:** (KATC- Final)

### **ACADEMIC BACKGROUND**

1983-1986: Migori Secondary School (KCE)

### **WORK EXPERIENCE**

Nov.1996 up-to date : **University of Nairobi.**  
- ICT Officer/Accounts Clerk

### **Key duties:**

- Switchboard operations – receiving, making and charging calls.
- Compiling, writing of monthly and quarterly telephone usage reports.
- Collecting and dispatching of telephone bills
- Processing and payment of telephone bills
- Invoicing – VoIP bills

- Managing office petty-cash
- Sending and receiving faxes.
- In agreement with the Telephone Officer, I draft letters to Telkom (K)
- Applying for new telephone services.

### **REFEREES**

1. Mr. Isaack A. Hassan  
Chief ICT Officer  
University of Nairobi  
P.O. Box 30197 – 00100  
Nairobi, Kenya.

Tel: 0722217753

2. Mrs. M. Mideva  
Kenyan College  
P.O. Box 30535 – 00100  
Nairobi, Kenya

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