



ANDREW MANASSEH

ABOUT

A young ambitious Business Relationship Manager | Credit Officer with 3+ years of work experience in Retail Banking, Data Entry, Retail Sales, Archives, Real Estates, Supply Transport, Logistics and Departmental stores. Dedicated to remaining up to date with the latest customer service experiences for an organizations' growth as well as personal growth.

CONTACT

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📍 Al Satwa, Dubai

PROFESIONAL SKILLS

- Managing Expectations
- Negotiation
- Sales Goals
- Ms. Office
- Digital Marketing
- Data Entry

PERSONAL QUALITIES

- Team player
- Multitasking
- Ability to Learn
- Good Communication
- Act Well Under Pressure
- Attention to Details

FACTS

Date of Birth: September 1991

Nationality: Kenyan

VISA: Visit Visa

LANGUAGES

- English
- Swahili
- Kisii
- Kikuyu

NOTICE PERIOD

Immediately

CAREER OBJECTIVE

With the ability to effectively plan, organize workloads, prioritize, I believe to have been positioned to become part of a growing company or be part of the success of a company where I will grow my skills and experiences for the benefit of the organization's objectives and my future career goals.

EXPERIENCE

INSTAWEB TECHNOLOGIES L.L.C - Dubai

Data entry Clerk | Operator - Online (Temp)

12/2019-04/2020

- Researched and obtained further information for incomplete documents
- Applied data program techniques and procedures
- Reviewed data for deficiencies or errors, corrected any incompatibilities
- Generated reports, store completed work in designated locations
- Keep information confidential
- Complied with data integrity and security policies
- Ensured proper use of office equipment and address any malfunctions

SMEP BANK - Kenya

Business Relationship | Credit Officer

12/2018-11/2019

- Closed new and renewal loans while maintaining client files.
- Increased deposit base from Ks 1.9 million to 5.8 million, 105% achievement of the target
- Acquired 115 new accounts as against a target of 96
- Managed a loan and deposit portfolio of Ks 10 Million
- Exhibited strong portfolio management skills resulting in good credit quality loan portfolio
- Ensured the overall success and growth of an assigned portfolio by deepening relationships of existing customers and through the acquisition new business
- Performed effective financial analysis and underwriting in the areas of credit, cash flow and collateral.
- Provided excellent customer service to customers to help resolve problems and explain complex financial transactions
- Processed renewals and payouts and make loan draws on established loan commitments
- Monitored customer portfolios and past due accounts to ensure that loans were in compliance with regulatory guidelines.

ORANGE/TELKOM MOBILE NETWORK - Kenya

Telemarketer

2017-09/2018

- Contacted businesses and private individuals by phone to solicit sales for services
- Explained products and service prices and answered customers queries
- Obtained names and phone contacts of clients from sources such as telephone directories and magazine reply cards
- Maintained records of contacts, accounts and orders
- Scheduled appointments for sales representative to meet with prospects
- Wrote letters responding to correspondence from clients and followed up sales contacts
- Answered calls from potential customers who have been solicited through advertisements

ANDREW MUKERA MANASSEH

EXPERIENCE

NTS SACCO - Kenya

Operations Officer

07/2015-12/2016

- Fleet Management – Built a reliable fleet of vehicles to ensure the company delivered on all contractual obligations
- Developed operations workforce team to ensure optimal performance by entrenching a culture of performance management amongst employees
- Business Intelligence – Kept and Collected requisite data to ensure route efficiency and trip optimization.
- Resolved problems concerning transportation or customer issues
- Document Management – Maintained records of all vehicles in the fleet of registrations
- Ensured safe custody of all confidential documents, licenses, stationery, office supplies and monitored usage of office stationaries.
- Screened and prioritized incoming and outgoing correspondence
- Planned and scheduled internal and external meetings with the Fleet Drivers
- Ensured accurate and timely communication to suppliers and vendors related to status of payment of accepted invoices
- Resolved client's complaints by clarifying the customer's complaint, selecting and explaining the best solution to solve the problem; expediting correction or adjustment.
- Performed any other Office Administrative / Customer Service duty as assigned by the Sacco Manager.
- Verified, that materials are ordered from the approved vendor list using the best available price (equal to or less than the cost price used in developing the proposal) that meets or exceeds the needed quality level as the primary criteria for selection

NAKUMATT HOLDINGS SUPERMARKETS - Kenya

CASHIER ASSISTANT | CUSTOMER SERVICE

2014-05/2015

- Delivered superior customer service at each point of interaction with the customer & responded promptly to customer issues within agreed SLAs (Service Level Agreement).
- Kept records of customer interactions, processed customer accounts and wrote reports at the end of the shift.
- Resolved client's complaints by clarifying the customer's complaint, selecting and explaining the best solution to solve the problem; expediting correction or adjustment.
- Provided feedback to the directors on the store's performance, prepared daily sales reports and presented them to the directors.
- Provided customers with products and service information by clearly explaining procedures, providing solutions and relevant information.
- Documented all customer interaction information according to standard operating procedures, ensured accurate and timely filing of all presented customer documentation.
- Liaised with company management to support and implement growth strategies.
- Provided outstanding customer service to customers and ensuring, at all times, that the company is positively promoted.
- Reconciled daily cash submissions from the various departments in the supermarket and also consolidated the bank deposits daily.
- Performed house bank audits as required by the Company's policies and procedures to ensure the safeguarding of all supermarket's cash.

EDUCATION

Corporate Finance Institute

Fundamentals of credit

June 2020

Google Digital Garage

Fundamentals of Digital Marketing

March 2020-Present

eMarketing Institute

Social Media Marketing Certificate

May- June 2020

Search Engine Optimization/Marketing

SEO/SEM Certificate

April 20120-Present

Zetech University-Nairobi Aviation College

Associate Degree in Business Management

2015-2018

EARLIER WORK EXPERIENCE

NGORONGO TEA FACTORY

Grade Sorter

03/2012-12/2012

- Sorted tea to different grades
- Packed tea
- Filled Sorting Department bins with tea
- Ensured the working area is clean and sanitized

IEBC BONCHARI CONSTITUENCY

Tallying Clerk

03-04/2013

- Counted Votes
- Registered Counted Votes as directed
- Ensured the result winner in the station is announced

KENPHY SUPERMARKET

Stocker | Customer Services

06/2013-02/2014

- Liaised with company management to support and implement growth strategies.
- Provided outstanding customer service to customers
- Replenished consumer goods in shelves
- Performed stock taking.
- Ensured good display of merchandise

REFERENCES

MR. VINCENT OGAYA

Kenya Climate Innovation Centre (KCIC)

Learning and Reporting Officer

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MR. COLLINS ALUKU

SMEP Bank

Human Resource Department

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