**CURRICULUM VITAE**

**JOYCE ACHIENG OWIYO**

**Mobile: +254714644509**

**Email: joyceowiyo81@gmail.com**

**BIO-DATA**

**Nationality:** Kenyan

**Gender:** Female

**Passport Number: AK0674760**

**D.O.B:** 08 August 1981

**Languages:** English, Swahili

**Specialty: Customer Service relations**

**PERSONAL PROFILE**

Joyce is a competent, level headed, calm and unflappable individual who is able to carry out any customer service role professionally and effectively with unquestionable integrity. Joyce has a long track record of increasing customer loyalty and retention, which she does through having an in-depth understanding of the tasks, responsibilities and skills involved in customer service work.

**CAREER OBJECTIVES**

To emerge as a highly prestigious customer service specialist in a dynamic, exciting , ambitious company with an excellent reputation as a forward thinking brand to give the best possible administrative service creating that memorable experience for the clients.

**SKILLS & ABILITIES**

The core competencies that I possess for the success of my career are;

* Exemplary customer Service and diplomacy Skills
* Dependable and organized, contributor in a team committed to excellence and success
* Highly adaptable, positive, resilient, and open to new ideas.
* Personable individual whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in a multicultural environment
* Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilates new concepts.
* Organization, planning and conflict management and planning skills
* Effective report writing skills
* Ability to prioritize, focus and deliver quality results within deadlines while meeting conflicting work demands and targets; working with or without teams with minimum supervision

**TRAININGS**

* Effective Procurement management training Workshop held by the Norwegian Church Aid- Kenya
* Gender Based violence Programme Implementation and service delivery Training by Norwegian Church Aid In conjunction with UNFPA
* Website and social media Platform Management by Zuno Studios
* Regional peace programme -Youth training on the Role of Youth in countering Violent Extremism held in Addis Ababa Ethiopia
* Underwent Cabin Crew Recruitment by Etihad Airways in Abu Dhabi gaining extensive knowledge during the process in relation to Service delivery.
* Transformative leadership trainings by Africa Centre for Transformative and Inclusive Leadership (ACTIL)

**EDUCATION BACKGROUND**

2005 Nairobi Institute of Business Studies - Diploma in Secretarial Administration

1996-1999 Nyamonye Girls’ High School - Kenya Certificate of Secondary Education

1986 – 1995 Valley Bridge primary School **-**Kenya Certificate of Primary Education

**WORK EXPERIENCE**

1. **Arigatou International Office Administrative Assistant; April 2013- July 2020**
* Consolidates budget/work programme with respect to Headquarters’ budget, trust funds, grants and procurement.
* Assists in preparation of budget performance submissions and finalization of budget performance reports, analyzing variances between approved budgets and actual expenditures
* Co-ordinates with other finance and budget staff on related issues during preparation of budget reports.
* Performs other related administrative duties, as required (e.g., operational travel programme; monitoring accounts and payment to vendors and individual contractors for services
* Processes the payment of contractors' invoices and monitor payments.
* Providing assistance at the reception while providing customer service and resolve administrative issues amicably.
* Responds to routine correspondence via email within the stipulated time frame
* Compiles and organizes information and reference materials for briefings, meetings/conferences.
* Efficient logistics management and coordination including making flight bookings and coordinate the visa handling process
* Assist in the preparation and compilation of regularly scheduled reports
* Submit and reconcile expense report
* Efficiently manage the Initiatives websites and social media accounts

1. **Alliance For Green Revolution In Africa( Office Assistant ) ; August 2011-December 2012**
* Answer, screen and transfer inbound phone calls
* Receive and direct visitors and clients
* Handle requests for information and data
* Coordinate maintenance of office equipment
1. **Muscle Health and Fitness (K) Limited (Customer Service Executive/Cashier); January 2009-December 2009**
* Acting as the pivotal point of contact for potential and existing clients whilst providing the necessary form of assistance and addressing any other query by the clients.
* Supporting and adhering to the company’s policies and profile.
* Obtaining specific marketing information about the competition, the market trends concerning the services provided the clientele type and any other new developments.
* Proactively call new and existing clients to maintain customer retention.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
1. **Meridian Medical Centre (Office Assistant) ; August 2006-December 2007**
* Assisting with the reception duties such as receiving and redirecting incoming calls to their various extensions, whilst providing any form of assistance to the patients.
* Marketing and promoting of the Centre’s services, whist outsourcing prospective clients
* Sorting and dispatching mails and medical records/x-rays
1. **Retail Merchandiser Coca Cola bottlers- Nairobi June 2004 June 2005**
* working closely with buyers and other merchandisers to plan product ranges
* Promoting bestselling items in order to maximize profits
* Predicting sales and profits
1. **Call Center Agent –Airtel 2003-2004**
* answer calls and respond to emails
* handle customer inquiries both telephonically and by email
* research required information using available resources
* Manage and resolve customer complaints
* provide customers with product and service information

**REFEREES**

Dr. Dorcas Kiplagat

GNRC Network and Programs Coordinator

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