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MUTULI PAULINE ADISA

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CAREER OBJECTIVE

To be part of a fast-growing company which offers continuous opportunities for an excellent career development through practicing my professional and practical experience extensively.

EDUCATION.

2012 - 2014: Himes Institute of Management and Engineering Studies.

Bachelor of Commerce - Accounting

2008 - 2010: Strathmore University.

Certified Public Accountant.

2003 - 2006: Moi Girls Secondary School -Isinya.

Kenya Certificate of Secondary Education

1994 -2002: Kimathi Primary School

Kenya Certificate of Primary Education

WORK EXPERIENCE

Jan 2020- Dec 2020 Glovo Kenya

Operations Control Coordinator - Fleet Management

- Monitor, anticipate and manage live operations to ensure great user experience.
- Monitor, control and manage business operations to meet customer expectations and company goals.
- Liaise between customer and management to ensure smooth operations delivery.
- Manage real time fleet capacity.
- Coordinate and manage project tasks to ensure project delivery within allotted budget and timelines.
- Ensure compliance with company standards and procedures.
- Evaluate current operational performance and provide strategic plan for improvements.
- Give a structured and actionable daily feedback.
- Provide direction and guidance to internal teams to achieve performance targets.
- Identify problems in operations process and resolve them in quickly and timely manner.
- Follow standard operating procedures for efficient business operations.

July 2017- June 2019 Emirates Motor Company

Call Centre Agent

Responsibilities

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Try and sell products and place customer orders in the computer system.
- Provide product and service information to customers.
- Research, identify, and resolve customer complaints using applicable software.
- Process orders, forms, and application.
- Route calls to appropriate departments.
- Document all call information according to standard operating procedures.
- Recognize, document, and alert the management team of trends in customer calls.
- Follow up customer calls where necessary.
- Upsell products and services.
- Complete call logs and reports.
- Make outgoing calls to people.
- Listen to objections and handle them effectively.
- Generate more leads from the people out called.
- Maintain customer satisfaction ratings based on explication criteria set forth by the company.
- Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input.
- Other duties as assigned.

August 2013- June 2017 Emirates Motor Company

Admin Clerk/Cashier/Receptionist

Responsibilities

- Invoicing Credit customers.
- Invoicing cards, cheques and cash payments.
- Prepare and review revenue, expenses, invoices, and other accounting documents.
- Process returns and exchanges.
- Balance money in cash register with sales data.
- Prepare daily statement reports.
- Maintain safe custody and distribution of Petty Cash.
- Compile and Analyze financial information.
- Generating reports and presentations.
- Setting up meetings.
- Reordering supplies and managing inventory.
- Data entry.
- Filing and organizing office.
- Operating various office machines e.g printers, photocopiers, telephone etc
- Providing real-time scheduling support to avoid conflicts.
- Any other office tasks.
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directing visitors to different department if need be.
- Assisting walk in customers with test drives.
- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Other duties as assigned.

January 2012- March 2013 Sparrow Property Services

Accountant and Secretary

Responsibilities

- Prepare Statement for different Apartments.
- Prepare the Profit and Loss Statement.
- Analyze the Bank Statement.
- Prepare and review revenue, expense, invoices, and other accounting documents.
- Explain billing invoices and accounting policies to staff and clients.
- Compile and Analyze financial information.
- Manage Petty cash.

Secretary and Accountant
Responsibilities

- Resolve accounting discrepancies.
- Prepare entries to accounts, such as general ledger accounts, and
- Document business transactions.
- Prepare and review expenses and accounting document

RESPONSIBILITIES

Dormitory Captain - Moi Girls Secondary School- Isinya

Class representative - Strathmore University

COMPETENCIES AND INTERESTS

General Skills

Microsoft Office.

Accounting Packages; QuickBooks, Pastel, Sage, Tally and Advanced Excel.

Data entry

Microsoft Project.

General office skills.

Customer service.

Time Management.

Excellent interpersonal communication skills.

High level of professionalism.

Strong problem-solving abilities.

Hobbies

Hiking, Travelling, Watching series and Reading.

Activities

Member of Community Outreach Programme in Strathmore University

Member of Strathmore Human Resource Club in Strathmore University

VOLUNTEER EXPERIENCES

Kwetu Children's Home- Nairobi

Glorious Destiny Ministries.

REFEREES

1. Mr. Daniel Maliti

HR Assistant.

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2. Mr. Tareq AL Bess

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3. Mr. Iddrisu Yousuf

Manager – Emirates Motor Company-Service.

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