Mary Wambui Kiiru

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CORE COMPETENCIES

Customer Service | Client Service | Record Keeping | | Reconciliations |Asset

Management | Report Writing | Credit & Debt Management | Internal Controls | Supplier Relations

CAREER OBJECTIVE

To become a well digitalized customer service agent and offer great customer satisfaction and solutions to all customers.

EDUCATION & CERTIFICATIONS

* Diploma in Accounting: Certified Public Accountant, (CPA Section 4-5), June 2006 January 2018
* Bachelor’s in commerce: (Accounting), Daystar University, May 2011-June 2015
* Kenya Certificate of Secondary Education (K.C.S.E), Grade C+, January 2007 - November 2010

PROFESSIONAL DEVELOPMENT

Generation Programme Kenya August- September 2023

Certificate in Digital Customer Service

Work History

**Customer Service Representative - Call Centre International (CCI International (**October 2023- April2024

key Responsibilities

**.** Answering inbound and outbound phone calls and responding to clients from different parts of the world

. Solving clients problems through the phone by creating a rapport and engaging with the clients

. Handling chats with the clients through texts on their social media platforms

. Listening kneely to clients and providing solution sto problems faced

**Front Office Receptionist - Chiq Japanese Limited.( March 2022 – April 2023)**

Key Responsibilities

. Answering phone calls and responding to emails from all clients from different parts of the country

. Assisting clients and making reservations through bookings schedule of time and dates

.Social media management and marketing of the company’s restaurant

. Welcoming customers to the premises and providing customer service personnel to clients

.Providing customers with receipts and handling their bills

. Making sure all customers’ needs are meet

**Call Centre Agent -Interactive Marketing Limited - Jan 2021- Feb 2022**

Key Responsibilities

* Receiving phone calls and talking to customers
* Providing customer service needs to clients by providing solutions to any problems faced with the products
* Marketing of products sold in the market through phone calls
* Following up of products sold to customers and receiving feedback from customers

**Assistant accountant – Heykal Traders and Distributors Limited (July 2018-Sept 2020)**

***Key Responsibilities***

* Invoicing: Assisted in the daily upload of data from invoices, receipts, and payments in the operating system.
* Stock control: I help with sales account reviews, stock management, daily petty cash preparation, issuance of receipts to clients.
* Inventory Management: Assisted my manager examine and review inventory, review data on capital stock, income, expenditure
* Reporting: Assisted in preparing daily group planning and collections reports, group debt management and any other related reports.
* Reconciliations: Assisted in bank reconciliations, debt control processes and handled customer related issues.
* Asset Management: Fixed asset register maintenance, maintaining the company’s fixed assets register and ensuring all assets are accounted for.
* Petty Cash Management: Handled emergency float, managing the cash-flow needs of the company to improve transparency and accountability through easy retrieval of records.

**ACCOUNTANT INTERN– Arshek Consulting Limited (February 2017-May 2017)**

*Key Responsibilities*

* Petty Cash Management: Managed daily cash processes, reviewed cash activity, prepared, and circulated cash.
* Payroll Processing: Assisted in preparation of payroll, timely statutory filing, and assisted in human resource management.
* Tax filling: filling VAT and KRA returns through I-tax system.
* Procurement: Ensured availability of quality goods and services ordered and prompt delivery of the same to the user through timely processing of the requisitions placed.
* Bank Reconciliations: Preparing bank reconciliation.
* Cash Flow Management: Ensured liquidity in the company by managing cash transactions.
* Accounting: Assisted with bank reconciliation, preparation of management information reports, monthly depot sales reconciliation and ETR invoicing. Ensure efficient payment of suppliers and sub-contractors.
* Filling and Record Keeping: Champion in the development of the record-keeping, filing and reporting system

**ACCOUNTANT INTERN -Kenya Tea Development Agency( KTDA)– (Oct 2015-Dec 2015)**

Based as an intern in the General Accounts Department in the debtors

*Key Responsibilities*

* Reporting: Assisted with the preparation of management reports and monthly bank reconciliation reports.
* Debt Management: Oversaw the debtors and suppliers control processes, keeping the records for reference.
* Accounts Payables & Receivables: Oversaw the receipts of payments from customers and reconciliations of customer’s accounts.
* Petty Cash Management: preparing of petty cash vouchers and to process creditor’s payments.
* Office Inventory: Acted as the custodian of stationery and stationery control.

REFEREES

Mr. Joshua Okeyo,

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