

## **Hellen Atieno Abuto**

**Telephone no:** +254(0)740245099/+254(0)708836727; **Email:** [hellenatieno593@gmail.com](mailto:hellenatieno593@gmail.com); **Date of Birth:** 11.09.95

**Nationality:** Kenyan; **Religion:** Christian, **Languages:** English and Kiswahili (Excellent spoken and written)

### **Professional Profile**

A highly-motivated, focused and result-driven Customer Care professional; a team player and team leader; thrives most in a challenging working environment; ready to contribute to organizational objectives; remarkably adaptable to new ideas.

### **Education**

<b>2019 - 2023</b>	<b>Bachelor of Business Administration with IT –Finance</b>
	Maseno University -2 <sup>nd</sup> class upper
<b>May 2018-Aug 2018</b>	<b>Certificate in Front Desk</b>
	Kenya Utalii College- Distinction
<b>2009-2012</b>	<b>Kenya Certificate of Secondary Education</b>
	Koru Girls/St. Stephens Menara - C+

### **Skills**

- **Negotiation Skills:** I am an excellent negotiator, capable of closing sales within the prescribed time frame.
- **Communication Skills:** I am an excellent communicator who effectively conveys information both verbally and in writing. I am also a keen listener and gives prompt feedback.
- **Flexibility and Adaptability:** Flexible team player who thrives in environments that require ability to effectively prioritize and juggle multiple concurrent tasks. I am also very positive, resilient and open to new ideas.
- **Planning and Organizing:** Ability to identify and prioritize activities and assignments, make necessary adjustments as required; foresee risks and allow for contingencies when planning.
- **Computer skills :** Ability to type faster, excel knowledge, data analytics.
- **Problem solving skills:** Ability to think critically, make decisions and process information.

### **Work Experience**

**Sep,2021 to date** **Platinum Credit Ltd-Kisumu**  
**Position: Branch Admin- SME department**

**Role Outline:** My key role is providing administrative support to ensure efficient operation of office.

#### **Responsibilities:**

- Dealing with queries on the phone and via email.
- Preparing, organizing and storing information in paper and digital form
- Ordering office supplies
- Submit and reconcile expenses report
- Developing and maintaining filing system.

-Handling walk in customers and answering their queries.

## Acheivements.

- .Trained two interns in office tasks which later become full time employees
- .Perfect attendance.

.Maintained proper filing of all clients documents in good time.

June,2020-Aug,2021 Platinum Credit Ltd-Kisumu

## **Position: Loan officer- Logbook department**

**Role Outline:** My key task was to determine credit worthiness review and recommend personal and commercial loans to clients

## Responsibilities:

- Interviewing applicants to determine financial eligibility and feasibility of granting loans
- Completion of loan contracts and counsel clients on policies and restrictions
- Developing referral networks, cross-selling
- Assessing customer needs ,exploring all options available for customers
- Communicating with clients either to request or provide information.
- Maintaining and updating account records.

## Achievements

.Managed and grew loan portfolio by regularly exceeding sales target by 20-30%

.Met benchmarks in multiple facets including profitability and credit quality

.Actively extended the client portfolio by bringing new clients.

Oct, 2019 – May, 2020

Platinum Credit Ltd – Kisumu

## **Position: Brach Administrator-Logbook department**

**Role Outline:** My key task was to oversee the operations of our branch by providing assistance to our Branch Manager.

## **. Responsibilities:**

- Liaised and negotiated with suppliers to agree on prices.
- Regularly updated suppliers' database.
- Maintained branch inventory.
- Handled all invoices for payment and filed documents.

## Achievements:

- I managed to improve and maintain sales from 14%branch target to 70%compared to the same time the previous year.
- I managed to assist the company on business growth by 40% from a loan book of 45million to 62ms portfolio

Aug, 2018– June, 2019

Platinum Credit Ltd – Kisumu

## Position: Team Leader- Logbook department

**Role Outline:** My key task was to guide my team to develop and implement a timeline my team would use to implement our end goal.

#### **Responsibilities:**

- Recruited, trained, supervised, organized and guided a highly motivated sales team.
- Prospected and approached potential clients.
- Analysed prospects' needs and presented company's products.
- Handled objectives from prospects and closed the sale.

#### **Achievements:**

- I managed to bring up a highly motivated and committed team who could work under minimal supervision.
- I managed to supervise and coordinate my team who maintained above average performance on a set sales target.

**Feb, 2016– Feb, 2018**

**Platinum Credit Ltd - Kisumu**

#### **Position: Sales Executive-Logbook department.**

**Role Outline:** My key task was to provide financial advice and solutions to qualified prospects in the market.

#### **Responsibilities:**

- **Sold company products, giving money to car owners**
- Attended to all clients professionally.
- Met production targets set out by the company.

#### **Achievements:**

- I managed to increase sales product from kes1, 000,000 set target to kes3, 600,000 compared to the previous year the same period.
- **I managed to create a wider range of customers network which increased our customer base from 300 to 450(30%) compared to the previous year the same period.**
- **I managed to identify customers' financial needs and solved them within the shortest time possible.**

#### **Hobbies and Interests**

- Reading business journals.
- Travelling
- Watching football
- Listening to music

#### **Referees**

**Mr. Stephen Nabutete**, Manager progressive credit ltd,  
P.O. Box 250-00100, Kisumu; Mobile: 0723 305807; Email address: [Stephen.nabutete@gmail.com](mailto:Stephen.nabutete@gmail.com)

**Mr. Steve Otieno**, Teacher, Muhoroni High School,  
P.O. Box 30375-00100, Nairobi; Mobile: 0725 822615; Email address: [steve.otieno@gmail.com](mailto:steve.otieno@gmail.com)

**Madam Petronila Reru**, Branch Manager ,Platinumcredit Ltd  
P.O BOX 22-40100,Kisumu Kenya ;mobile -0714968124

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Mr.Isaac Amito, HOD Momentum credit ltd,Nrb

Mobile :0707992304