

Hellen Atieno Abuto

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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

2019 - 2023	Bachelor of Business Administration with IT –Finance Maseno University -2 nd class upper
May 2018-Aug 2018	Certificate in Front Desk Kenya Utalii College- Distinction
2009-2012	Kenya Certificate of Secondary Education 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.

Achievements.

- .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: Branch 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,

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