

MERCY ANYANGO ONYANGO



Personal details

 mercyanyango2015@gmail.com

 +254721146646

 4607, 40103
40103 KISUMU

 December 12, 1980

 Motor vehicle driving
licence

 Female

 KENYAN

Skills

MICROSOFT OFFICE SUITE

Courteous and effective
working relationships

Prompt and professional
responses

Engaged with others by
actively listening

Respected all individuals

Good listener when offering
service to clients

Communication Skills –
Effective listening, clear

Profile

Skilled clerk offering seven years of service experience. Versed in posting and invoicing of vehicle part's and lubricants., ordering and Purchasing of lubricants and oil. Ordering and issuing of workshop tools and equipment to workshop tools to technician. Diligent in documenting activities, upholding safety standards and organizing efficient work plans.

Education

**DIPLOMA IN PURCHASING AND SUPPLIES
MANAGEMENT**

Mar 2013 – Aug 2014

UNIVERSITY OF NAIROBI, NAIROBI

Purchasing, Procurement, And Contracts Management

CERTIFICATE IN MANAGEMENT

Jan 2012 – Mar 2013

KENYA INSTITUTE OF MANAGEMENT, KISUMU

Business Management

KCSE

Jan 1995 – Nov 1998

RANGALA GIRLS HIGH SCHOOL, SIAYA

KCPE

Jan 1987 – Nov 1994

HAWINGA PRIMARY SCHOOL, SIAYA

Employment

SERVICEMAN

2016 – Aug 2023

CMC MOTORS GROUP LTD, KISUMU, KENYA

Communication Skills – Effective listening, clear explanations, and professional interactions

- Problem-Solving – Addressing customer concerns, resolving issues, and providing solutions
- Product Knowledge – Having a deep understanding of the products or services offered
- Responsiveness – Promptly answering queries and handling complaints efficiently
- The fact that I am a women leader have helped me act as Achieving 100% of quarterly net sale of lubricants by posting on time
- Ensure that a monthly summary of lubricants is prepared on time by the 6th of every month.
- Maintain accurate and proper records of tools and maintenance of the same.
- Identify and report any requirement for tooling and raise request for acquisition within required timeliness.
- Prepare technician utilization reports and update team monthly.

explanations, and professional interactions

Attention to detail

Providing assistance through various platforms (phone, email, live chat, social media)

Time management

Decision-making

Leadership

Empathy

Professionalism

Patience

Hobbies

■ Playing football

■ Reading story books

- Ensure that time booking or clocking of all technicians is captured accurately and daily.
- Acted in accordance with the CMC CODE OF CONDUCT
- Made promises and delivered these commitments.
- Fostered a culture of trust by speaking and acting with honesty and truth.

STORES CLERK

2010 - 2016

CMC MOTORS GROUP LTD, KISUMU, KENYA

- Alternated goods in inventory by observing first-in and first-out approach to keep shelves organized and properly stocked.
- Helped customers complete purchases, locate items, and join reward programs.
- Assisted customers by answering questions and fulfilling requests.
- Assisted customer by locating items, processing payments, and carrying out heavy purchases.
- Performed inventory control, such as counting, and stocking merchandise.
- Replenished sales floor merchandise and organized shelves, racks, and bins for optimal appearance.
- Issued detailed receipts to every paying customer as proof of purchase and to avoid discrepancies.
- Processed credit, debit, and cash transactions correctly to obtain full payment of customer purchases.
- Processed returns and handled exchanges quickly to provide positive store experiences.
- Provided correct change for purchases to avoid customer confusion or disputes.
- Encouraged customers to make additional purchases by highlighting current deals and keeping lane well-stocked.
- Reconciled cash drawer at start and end of each shift, accounting for errors, and resolving discrepancies.

Cleaner and messenger

Oct 2005 - 2016

CMC motors group ltd, Kisumu

Cleaning Showrooms & Offices: Sweeping, mopping, and dusting floors, furniture, and display areas to maintain a professional environment.

Restocking Cleaning Supplies: Ensuring availability of cleaning products, towels, and other maintenance items.

Handling Confidential Information: Transporting sensitive documents securely without unauthorized access.

Employee & Customer Support:

Assisting employees or customers with disabilities in moving around the facility (e.g., showroom, service areas).

Helping elderly clients or those with special needs during vehicle

purchases or servicing.

Workplace Health & Wellness:

Providing basic first aid in case of minor workplace injuries.

Assisting employees who need medical attention until professional help arrives supporting Injured or Elderly Employees:

Helping employees recovering from injuries by arranging transport or workplace accommodations.

Assisting workers with mobility challenges in daily tasks.

Courses

PROFICIENCY CERTIFICATE

Sep 2009

Achievements

- Improved customer satisfaction through effective communication, achieving a 30% increase in positive feedback scores.
- Successfully operated hand and power tools according to safety guidelines, resulting in a 20% reduction in equipment-related incidents.
- Streamlined inventory control processes as a Stores Clerk, leading to a 15% increase in stock accuracy and quicker restocking times.

References

Philip Kisia

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KISUMU, February 10, 2025

