

**MICHELLE ATIENO MBOYA**  
Finance, Accounting, and Customer Representative

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**Professional Summary**

A result-driven and quick learner with extensive experience in customer service, accounting, and taxation. Proficient in using accounting software such as Microsoft Dynamics (ERP), SAP, QuickBooks, and Microsoft Excel, ensuring efficient financial processes. Demonstrate expertise in invoicing, VAT transactions and bank reconciliation. Recognized for effective communication skills and determination to achieve goals.

**Work and Professional Experience**

**MAY 2025 to Date**  
**Credit Control Assistant**  
**Dovey Pharma**

**Duties and responsibilities**

- Assist in managing and processing payments, and preparing customer statements.
- Maintaining accurate customer credit files for easy retrieval.
- Contacts clients/customers with overdue balances, resolved payment issues, and support debt recovery.
- Updating customer credit files and ensuring accuracy at all times.
- Adhering to credit policies and regulatory set by the company.

**OCT 2024 to Jan 2025**  
**Customer Service Representative Majorel**  
**Kenya - Teleperformance**

**Duties and responsibilities**

- Addressed customer questions and concerns via email.
- Resolved customer complaints and communicated with customers.
- Offered detailed information about products.
- Assisted customers with tracking shipments, and managing returns.
- Conducted follow-up communications to ensure customer satisfaction and address any additional needs or concerns.
- kept up-to-date with product knowledge, to provide accurate and relevant information to customers.

**2024 January – Sept 2024**  
**Accounts Assistant (casual basis)**  
**Kenya Medical Research Institute (KEMRI)**

**Duties and responsibilities**

- Handling sales transactions, refunds and cheques writing
- Receipting and banking of all payment vouchers received.
- Keeping safe custody of cash office records and accountable documents.
- Oversee customer transactions, ensuring accuracy and efficiency.
- Providing excellent customer service, by addressing inquiries and resolving issues promptly.
- Compiling information and documents regarding the company's suppliers.

- Maintain accurate records of VAT transactions, documentation and filing of monthly tax returns in accordance with the applicable tax laws.
- Assisting with data entry, posting, filing, and giving reports on all transactions.
- Handling inquiries, resolving complaints, and assisting other employees concerning their Imprests.
- Processing invoices, and claims/reimbursement request.
- Providing support during audits by retrieving, compiling and providing information and supporting evidence requested by internal and external auditors.
- Assist with financial record-keeping and keeping safe custody of tax-related records and accountable documents.

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**2022 to Dec 2023**

**Accounts Intern**

**Kenya Medical Research Institute (KEMRI)**

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### **Duties and responsibilities**

- Executed the preparation of source documents including payment vouchers, invoices, and receipts.
- Received and processed all invoices, expense forms, and requests for payments.
- Assisted in managing research funds, adeptly filing and recording financial transactions.
- Utilized the enterprise resource planning system (ERP) for streamlined processes.
- Handled confidential information with honesty and integrity.
- Collaborated with the accounting team, compiling and analyzing financial data effectively.
- Executed legally defined duties in alignment with KEMRI objectives.
- Filed all payment vouchers and other financial records systematically and organized to ensure ease of retrieval and reference.

**Sep 2020 to Nov 2021**

**Artificial Intelligence Associate**

**Samasource Limited**

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### **Duties and responsibilities**

- Processed assigned data work through tagging or capturing with precision.
- Wrote compelling product descriptions and titles to enhance customer engagement.
- Classified products meticulously into diverse categories for efficient organization.
- Collaborated with team leaders and quality analysts to meet client requirements.
- Ensured accurate and standardized processing of data tasks for optimal results.

### **Other Responsibilities**

- Provided support and coaching to team members, ensuring policy enforcement.
  - Assisted the team in handling complex task scenarios, requiring expert judgment.
  - Acted as the main liaison between training, quality, and operations teams.
  - Conducted calibrations under Quality Analyst supervision for accuracy and consistency.
  - Reported performance issues on supported associates to the Team Leader.
  - Proposed and suggested tooling and process improvements for enhanced efficiency.
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Jan 2015 to Dec 2016  
Mentor | teacher | Volunteer  
Mirror of Hope

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Duties and responsibilities

- Mentored children, aiding them in coping with daily life challenges, and enhancing their learning and personal development.
- Conducted household visits and engaged in valuable fieldwork activities, building strong community relationships.
- Filed documents and delivered comprehensive reports on field findings, ensuring accurate and timely information sharing.
- Developed and implemented educational programs to enhance student learning, aligning with the organizational goal.

Education

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2021 to 2024 - Certified Public Accountant (CPA) Finalist  
Kasneb  
KCA University

2017 to 2018- Diploma in Accounting (ATD)  
Kasneb  
Nairobi Institute of Business Studies

2011 to 2014 - Kenya Certificate of Secondary Education (KCSE)  
Knec  
St. Mary Goretty Dede Girls High School

Other Training and Certifications

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1. Microsoft Office Applications.
2. Computerized Accounting (QuickBooks).
3. Advanced Excel.
4. Business Data Analytics.
5. Bookkeeping.

Skills and Competencies

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- Analytical Skills
  - Attention to Detail
  - Customer Service Excellence
  - Accounting Knowledge
  - Artificial Intelligence and Data Analytics
  - Computer Proficiency
  - Goal-Driven Determination
  - Effective Communication
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## Referees:

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*Michael Okeyo*  
*Accountant – Kenya Medical Research Institute*  
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*Paul Gombe Ochieng*  
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