

CURRICULUM VITAE

CYNTHIA ACHIENG OTIENO

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PROFESSIONAL SUMMARY

A highly industrious, responsible, hardworking and self-motivated professional with a proven track record in Supply Chain Management, Customer Care Services and Administrative Assistant. Also results driven Sales and Marketing professional skilled in boosting revenue, building customer relationships, and executing effective marketing strategies.

Demonstrates excellence in communication, analytical and leadership skills with a notable ability to resilience and managing confidential information effectively.

CAREER OBJECTIVES

To offer the best services in Procurement management, Customer care services and administrative management through training and experiences, attain the highest proficiency in supply chain management and also in sales and network marketing.

KEY PROFESSIONAL SKILLS AND COMPETENCIES

- Leadership skills and ability to influence others to work better.
- Proficiency on computer application.
- Efficient in planning and operations.
- Excellent communication both oral, written and great interpersonal skills.
- Ability to learn fast and adapt quickly to different roles and procedures.
- Relate to others in a sense that creates teamwork and cooperation.
- Ability to ensure there is customer satisfaction.

WORK EXPERIENCE

BRIGHT FUTURE PHARMACETICALS LABORATORIES LTD (NETWORK MARKETING/SALES)-MARCH TO NOVEMBER 2025

- Product distribution
- Team building
- Brand promotion
- Wellness and beauty consultant
- Brand ambassador
- Digital sales
- Retail sales promotion.

CANIK SPY LIMITED (ADMINISTRATIVE ASSISTANT/FRONT DESK OPERATIONS/SUPPLY CHAIN OFFICER)- OCTOBER, 2024 TO MARCH, 2025

- Guest Reception and Assistance
- Communication Management
- Customer Support and Problem Solving
- Office Management
- Data Entry and Reporting
- Compliance and Documentation
- Administrative Support
- Project Assistance
- Social Media Management
- Transportation and Logistics

SUNKING SOLAR COMPANY/HAP AFRICA COMPANY(TELESALES) –JANUARY, 2024 TO SEPTEMBER, 2024

- Customer Support
- Sales
- Technical Support
- Market Research
- Appointment Scheduling
- Order Processing
- Billing and Collection by using AMEYO, ZENDESK and ANGAZA systems
- Emergency Response

RIVATEX EAST AFRICA LTD (INTERNSHIP) – SEPTEMBER, 2022 TO NOVEMBER, 2023

- Record keeping
- Ordering of Goods and Services
- Evaluation of Bidders
- Raising Requisitions from Various Departments
- Receiving and Issuing of Goods
- Store Keeping
- Inspection and Warehousing

EDUCATIONAL BACKGROUND

2021 TO 2023: THE ELDORET NATIONAL POLYTECHNIC

Diploma in Supply Chain Management

2019 JANUARY TO JULY: AHERO MULTIPURPOSE TRAINING INSTITUTE

Certificate in Computer Packages and Applications

2015 to 2018: ACHEGO GIRLS HIGH SCHOOL

Kenya Certificate of Secondary Education

2007 to 2014: MIRINGO PRIMARY SCHOOL

Kenya Certificate of Primary Education

ACHIEVEMENT AND AWARDS

I was part of the supplies team at RIVATEX LIMITED COMPANY Eldoret that attended the convention at KENYA INSTITUTE OF SUPPLIES MANAGEMENT (KISM) in Nairobi. We were taught the advantages of being a KISM member, profession development, networking opportunities and ethical standards.

LANGUAGES

- English and Kiswahili both oral and written

INTEREST AND HOBBIES

- Adventures
- Professional Empowerment
- Continuous Improvement

REFEREES

1. BENSON LEMISO

PROJECT ACCOUNTANT GLENNSTEAM ENGINEERING NAIROBI KENYA
TEL: NO +254720727232

2. JOSEPH KURGAT

Human Resource Manager
RIVATEX EAST AFRICA LIMITED
ELDORET, KENYA
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3. MACRINE ANYANGO

CLINICAL NURSE
BLESS AND BLESSED HOSPITAL
NAIROBI, KENYA
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