

CURRICULUM VITAE

Postal Address: P.O Box 55322 -00200 Nairobi

Email: lenoxmuita77@gmail.com

Mobile Phone No: +254 712355119/+254769708129

PERSONAL DETAILS

Name: Lenox Muita Kinyua

Date of birth: 11/05/2003

Gender: Male

Marital status: Single

Nationality: Kenyan

Religion: Christian

Languages: English and Kiswahili

PERSONAL PROFILE

I am a highly dedicated professional with aspiring progressive career. I am a highly motivated, dependable, reliable, with excellent communication skills, creative, skilled at productive working relations with all the state members seeking to obtain knowledge in the corporate environment .A result driven individual with a high capacity to take initiative, a good relation building and maintenance skills, consider options with an open mind and always ready to embrace changes. I am honest, active team player and I can work under minimum supervision. Strong communication and organizational skills with demonstrated success in debt collection and customer service sector.

EDUCATIONAL BACKGROUND

August 2021 to April 2025: Bachelor of Economics: **Kenyatta** university

May 2021 to July 2021: Computer Packages and driving classes:
Dykaan college

2016-2020 :(Kenya Certificate of Secondary Education(**B**): **Othaya** boys high school

2006-2015:(Kenya Certificate of Primary Education(B): Ndiriti primary school

WORKING EXPERIENCE

April 2024-August 2024: SOLZA CAPITAL LIMITED.

Department : OFFICE ADMINISTRATOR

ROLES

- Overseeing the collection of customer accounts, ensuring customer satisfaction and loyalty and also educating the customers thoroughly about the company's products and benefits of timely repayment.
- Creating procedures and policies that ensure timely payments while maintaining a high level of customer retention.
- Ensuring credit and collection policies and procedures are followed to the later and also ensuring standard operating procedures (sops) are well followed.
- Discuss payment options with customers to ensure prompt payment of their loans and also the specific time of repayment.
- Liaising with customers, as well as the internal personnel and come to an agreement concerning loan repayment.

April 2023-September 2023:CHAPEO CAPITAL LTD.

Department: COLLECTION OFFICER

ROLES

- Negotiation and Payment Plans: contacting debtors to understand the financial situation and negotiate suitable payment plans and also advising customers on their payment options .
- Record Keeping: Includes documenting all communication customers, payment arrangements, amounts paid.
- Legal Action: where a customer consistently fails to pay ,i was required to initiate legal proceeding. This can involve working with legal departments and attorneys to pursue court judgments .

March 2022-August 2022:JAWABU CAPITAL LIMITED.

Department: DEBT COLLECTION AGENT

ROLES.

- Collection of due loans from the customers and educating the customers on the advantages of timely payment of loans.
- Knowledge of usage of the 3cx application in collection of loan from the customers when their loan is due and also ensuring efficient communication with the customers.
- Customer Service and Relationship Building: Handling questions, complaints, and inquiries from debtors, aiming to build trust and guide the through the repayment process.

- Maintaining Accurate Records: Documenting all interactions, payment agreements, and account statuses, which helps in tracking progress, avoiding misunderstandings, and ensuring legal compliance.
- Monitoring Accounts and Identifying Overdue Payments: Continuously monitoring accounts receivable reports to identify delinquent accounts and prioritize collection efforts.
- Investigating and Resolving Discrepancies: Investigated billing errors, credit issues, or other discrepancies that might be preventing payment. Worked to resolve these issues to facilitate the collection process.

CAREER OBJECTIVES

- To utilize my skills and ability that offers professional growth by being resourceful, innovative and flexible.
- Doing my best and making the most outcomes of my skills and knowledge to bring high yield in the organization.
- Solving problems in an effective manner in a challenging position.
- To serve diligently, productively and competently and observe all organizational ethics to uphold the reputation of the organization.

PERSONAL ATTRIBUTES QUALIFICATIONS

- I am a dedicated proactive, diligent, organized and hard working.
- Motivated individual with pleasant personalities who is action oriented and capable of taking an organization to a great level.
- Efficient team player.
- Very time conscious individual as I use time given wisely, to ensure any assignment given is handed on time and done efficiently.
- Flexible, quick to pick up on new skills and eager to learn from others and ability to work under minimal supervision.
- Striving positivity to follow instructions that may be given to me.

HOBBIES

- Helping in community work
- Playing football
- Reading novels
- Adventuring

REFEREES

MELODY WANJIKU
COLLECTION MANAGER,
SOLZA CAPITAL LTD
MOBILE:+254790990129

ALEX MUIGAI
SUPERVISOR,
JAWABU CAPITAL LTD

MOBILE:+254794422197

**JOHN KILONZO
QUALITY ASSURANCE,
CHAPEO CAPITAL LTD
MOBILE:+254711961657**