

NAMES: ALLEN MWIWAWI MASALE.

Personal Details.

Date of Birth: 24th November 1990
Gender: Male
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My Brief Skills, Knowledge And Aquintance.

I am confident, highly driven individual in customer service, sales and marketing, business development and information technology niche; with very high intellectual ways and skills, professionalism, setting strategic ways, doing research so as to achieve the set goals. I also have a wide range of experience in security service and very high skills of security and intelligence service.

I also have practical hands on of computer maintenance, servicing, troubleshooting, experience in user support, system installation and configuration. I am resourceful and proactive, whereby I combine effective communication skills with detailed technology knowledge to identify and troubleshoot IT related issues and deliver a satisfactory outcome to the organization.

Employment History.

January 2023-Upto date: Business Development Officer at Kanjaro General Merchants.

Duties and Responsibilities,

- Performing market research to improve products and services offered by the organization.
- Identify methods to increase productivity and company operations and communicating potential changes with shareholders and other business leaders.
- Develop a network of contacts to attract new clients and oversee growth projects.
- Ensuring there's excellent customer service to our clients.
- Doing digital marketing and advertisements for organization's products and services.
- Purchasing and supplying of goods for the organization and for our clients.
- Doing office administration tasks at the organization and ensure that there is a well financial management.
- Doing IT related tasks i.e. Repair and maintenance of computers, printers, networking, system maintenance and repair.
- Offering IT support solutions to kdf staffs in various departments.
- Configuring network devices such as routers and switches.
- Ensuring there's an up to date inventory for the organization.

January 2019-To September 2022:Kenya Army Officer at Kenya Defence Forces.

Duties and Responsibilities.

- Escorting senior officers and providing security to them.Performing guard duties inside and outside KDF camps and barracks'.
Attending various security exercises and going on several security patrols both in close operations and forward operation base.
- Doing IT related tasks i.e. Repair and maintenance of computers,printers,networking, system maintenance and repair.
- Offering IT system support solutions to kdf staffs in various departments.
- Configuring network devices such as routers, switches.
- Doing system administrative tasks to different kinds of systems in kdf such as Personal Records Information Management Information System(PRIMIS). Library Management Information System.
- Maintaining of the systems, troubleshooting and solving any technological hitches that may arise from the systems.
- Ensuring that the systems are always up and running on a daily basis.
- Ensuring that the systems security is good and up to date at all times in order to avoid hackers or any unauthorized personnel from accessing the systems information, thus organization's data remains private and well secured,only accessed by authorized persons.
- Performing other duties assigned by Kenya Defence Forces.

September 2013-June 2017: Relationship Officer Operations at Equity Bank Kenya (Plc) Limited.

Duties and Responsibilities,

- Cash department- General over the counter transactions and cash management.
- Accounts Opening-Opening of accounts, Marketing for new accounts and offering other customer service services.
- Processing and Clearing of cheques both inward and outward, reconciling of bank's automated machines.
- Offering custody and brokerage of customer's shares at the bank branches.
- Funds transfer-Processing funds transfer for customers using,Internal Transfers, RTGS and SWIFT.
- Champion of Equity Investment Banking at the branch level; marketing the product to customers to invest their money so as to earn interests.
- Performed the role of technical field officer at the branch by providing IT related tasks to branch servers,systems, computers, printers and etc machines.

September 2012 to December 2012: Industrial Attachment at Kenya Power Information Technology Department.

Duties and Responsibilities,

- General hardware repair and maintenance to company's computers.
- Installing and updating of company's software systems i.e. Integrated Customer System and Design and Construction System.
- Installing and updating of operating system to company's computers.
- Setting up of Local area network to each of the company's department.
- Connecting printer server to networked computers.
- Creating and configuring mail accounts for staffs in Microsoft Outlook.

February 2012 to July 2012: Accountant at Tumaini Children's Home

Duties and Responsibilities,

- Ensuring an up to date record of all income and expenditures as well as preparing salary payments and other liabilities.
- Maintaining an up to date stock check of all items at the home.
- Keeping records of items coming and going out of the premises.
- Ensuring proper filling of the company's files.
- Keeping an up to date record of company's inventory.

April-June 2010: Registration/Referendum Clerk in Interim Independent Electoral Commission

Duties and Responsibilities,

- Registering voters electronically.
- Verifying details of the voters registered and correcting any errors made during registration.
- Ensuring that only eligible voters vote during referendum.

September-December 2009: Assistant Court Clerk at Kioko Munyithia & Company Advocates

Duties and Responsibilities,

- Ensuring that all files are recorded and filed appropriately.
- Submitting copies of files to the other party.
- Checking with the registrar's office in court for the dates set for case hearings or judgments'.
- Filing cases at the registrar's office in court.

Educational Background.

January 2019-September 2019: Recruits Training College

Course : Basic Military Course

Mode : Full-Time

Result : Passed

January 2011-May 2012: Jomo Kenyatta University of Agricultural Technology

Course : Diploma in Business Information Technology

Mode : Full-Time

Result : Distinction

March-May 2009: Data Networks Institute

Course : Introduction to Computer Systems & Applications

Result : Distinction

September-September 2009: Unik Driving School

Course : Driving Course-Class B, C and C1

Result : Passed

Driving Licence Number: RZQ194

February 2005-November 2008: St Mary's High School

Course : Kenya Certificate of Secondary Education

Exam : Kenya National Examination Council

Result : B-(Minus)

Interests.

Travelling

Swimming

Watching movies

Reading novels

Referees.

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ACK-Miasenyi
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