

CAREER OBJECTIVE

Collaborative and result oriented individual with experience in business development, franchise coordination, data analytics, client engagement, operations in financial institutions and consultancy services. I have the ability to harness organizational resources and work on project coordination to deliver customer satisfaction and boost business growth.

KEYSKILLS &COMPETENCIES

Technical Skills

Client evaluation •Market assessment • Relationship Management
•Business Development •Organization and Planning •Presentation skills
•Team training and coaching. Project coordination

Competencies

Communication Skills •Highly analytical •Decision-Making •Highly adaptable
Interpersonal communication •Leadership •Self-driven •Confidence
•Time-management •Accountability •multi-tasking •Leadership
•Team player •Keen on details

PROFESSIONAL EXPERIENCE

Senior Claims Analyst-Cigna International Health Company -March 2023- Todate

Key Contributions and Results.

- Claims Analysis
- Policy Confirmation
- Payment of claims
- Benefits Analysis
- Advising on payment procedures
- Financial information Analysis
- Timely information process procedures.

**FRANCHISE MANAGER/AREA MANAGER-CENTENARY
MICROENTERPRISE SERVICES LIMITED-(CEMES) March 2018 to
March 2023.**

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- Provide operational support for all franchise units
 - Act as key liaison between the company and the franchisees in their regions.
 - Implement and own internal processes and systems to drive efficiencies
 - Responsible for driving performance and achievement of set targets by each unit.
 - Ensure franchisee abide by all compliance matters as per the standard operating procedures.
 - Work with training department to ensure all training needs of the franchisees are done accordingly
 - Provide exceptional customer service through asking pertinent questions and understanding customer needs.
 - Develop new product ideas for implementation
 - Research industry/market trends for business product improvements
 - Participate in awareness creation activities related to products and sectors
 - Review product performance for reporting and decision making
 - Benchmarking in industry for competitor product activities.

Key Contributions & Results:

- Study and define market need in line with the strategic plans.
- Develop the annual business targets, business plans and sales strategies for the different markets and ensure their achievement.
- Advice group members on investment procedures.
- Growing and sustaining a quality branch loan book and chamas files.
- Develop strategies for the Company's revenue generation and growth of income streams.
- Develop beneficial partnerships with relevant institutions and clients
- Identify opportunities for campaigns, services and distribution channels that will lead to an increase in sales.
- Oversee the sourcing, managing and implementation of business opportunities to facilitate client retention and client acquisition/Chama management.
- Provide feedback on product and services offered, and quality improvement areas for customer satisfaction.
- Develop, review, and optimize networks for uptake of the different products in liaison with the sales teams and clients.
- Undertake competitor and market analysis for enhancement of unique selling propositions and differentiators.

Key Contributions & Results:

- Receiving and registration of vouchers.
- Issuing of Imprests
- G-paying using the IFMIS system.
- Liaise with finance department on payment matters.
- Examining of vouchers.
- Management and recording of books of accounts.

EDUCATION & CREDENTIALS

September 2010- December 2015 Jomo Kenyatta University of Agriculture And Technology
Bachelor Of Commerce. (Accounts Option)

January 2003- November 2007 Kakamega High School
Kenya Certificate of Secondary Education

1996 –2002 Star of Hope Academy
Kenya Certificate of Primary Education

REFERENCES

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