

JOHN MAKORI NYANDIKA

P.O Box 849-0040100, Kisumu.

Tel: +254 720 974 110/+254 700 568 565

Email: johmax2003@yahoo.co.uk

CAREER PROFILE SUMMARY

An innovative accounts management professional with over 10+ years of progressive experience working in the Commercial Investment and SACCOs Industry. Over the years, I have excelled in leading teams to generate and surpass revenue growth, managing major client portfolios, understanding customer needs, maintaining communication channels, and sourcing ways to improve the relationship with clients' whilst making sure that the right products and services are delivered. My strength and competencies lie in skills such as general management, accounts management, financial management, customer service, research and data analysis, forecasting, sales and marketing, operations management, relationship management, client and portfolio development, business development, and leadership skills.

A summary of the roles I have handled includes; directly in charge of the branch and ensuring that the branch has enough cash flow at all times to serve members, ensuring the customer are satisfied at all times and ensuring that Afya Sacco and third parties eg county government are working in harmony, managing and overseeing the daily operations and designing strategies and setting goals for growth and monitoring and analyzing accounting data and produce financial reports or statements. I am now seeking a general manager or accounts manager position in the commercial sector, where I can utilize my expertise in ensuring customer satisfaction with the products and services offered by the company whilst finding ways to enhance their experience.

EDUCATION BACKGROUND

- **Master of Finance:** Maseno University: 2017-2019
- **Bachelor of Commerce (Finance):** The Catholic university of Eastern Africa: 2015- 2016
- **Kenya Certificate of Secondary Education:** St. Mathias Secondary School: 1994-1997

PROFESSIONAL COURSES

- Certified Public Accountant Part Three (CPA III): 2012-2013
- Certified Public Accountant Part Two (CPA II): 2010-2011
- Certified Public Accountant Part One (CPA I): 2001-2002
- Accounting Technician Certificate (I & II): 2000-2001
- Computer Literacy Courses: 2002

KEY SKILLS AND COMPETENCIES ACQUIRED

- **General Management:** Excellent at monitoring the daily operations of their business, strategic goals for their division and teams by setting operational policies and budgets and employees to perform their tasks effectively throughout the day.
- **Accounts Management:** An accounts manager experienced in transmitting customers' requirements to teams ensuring that they are satisfied, maintaining and nurturing business-to-business relationships to gain loyalty, identifying business opportunities, and making sure solutions are delivered promptly. I am also well-equipped in onboarding and off-boarding clients.

- **Customer Relations:** Excellent in analyzing customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- **Sales Management:** Experienced in developing area sales plan, which includes sales goals for the team, accomplishing set area sales targets, preparing & executing annual sales forecasts in line with company growth strategy. These sales skills have enabled me to increase the sales drive and in the long run, improve customer loyalty.
- **Commercial Development:** Expert at handling client investments in the payment systems and seeking broader regional coverage of investor base.
- **Forecasting and future planning:** Adept at using historical and current data as inputs to make informed estimates that are predictive in determining the direction of future trends of a company.
- **Relationship Management:** Experienced in developing a strong professional network and utilizing that network to bring in new business to the company and maintain a strong network of business contacts.
- **Business Development:** Excelled in identifying business opportunities, following up on them, negotiating, and closing business deals.
- **Leadership and Supervision:** A skilled team leader with experience in managing teams, mentoring and coaching the sales team, mentoring them, and ensuring their safety and wellbeing at all times.
- **Research and data analysis:** Well-versed in carrying out research regarding client accounts, product performance and risk assessments, industry developments, and client trades and funds settlement.
- **Reporting skills:** Excellent at compiling and preparing monthly secondary sales reports and utilizing the information to optimize performance.
- **Negotiation skills:** Proficient in negotiations ensuring that the customer agrees on the best terms of service and in the long run improving cost saving.
- **Communication:** Ability to communicate effectively and efficiently to customers over the phone, email, and across teams.

WORK HISTORY

Private Business Owner

2023 - Present

Duties and Responsibilities

- Running own business venture, managing day-to-day operations, financial planning, and customer relations.
- Gained hands-on experience in entrepreneurship, marketing, and business development.
- Enhanced interpersonal and negotiation skills through regular engagement with diverse clients, suppliers, and stakeholders.
- Improved skills in decision-making, problem-solving, and resource management

Manager-Accounts

Afyia Sacco-Kisumu Fosa: 2016-2022

Duties and Responsibilities

- Directly in charge of the branch and ensuring that the branch has enough cash flow at all times to serve members.
- Ensuring the customer are satisfied at all times and ensuring that Afya Sacco and third parties eg county government are working in harmony.
- Managing and overseeing the daily operations and designing strategies and setting goals for growth.
- Monitoring and analyzing accounting data and produce financial reports or statements.
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- Maintaining budgets and optimize expenses and setting policies and processes.
- Ensuring employees work productively and develop professionally and overseeing recruitment and training of new employees.
- Evaluating and improving operations and financial performance and directing the employee assessment process.
- Preparing regular reports for upper management and ensuring staff follows health and safety regulations.

Accountant/Assistant

Accountant Department Afya Sacco-Kisumu Fosa: 2012-2016

Duties and Responsibilities

- Monitored branch loan defaulter portfolio and reporting the same to the Branch supervisor for action.
- Handled customer care issues on behalf and in the absence of the Branch manager.
- Was directly in charge of teller supervision to ensure cash limit is adhered to all work is posted in timely manner and all reconciliations sorted out promptly.
- Prepared cash flow report on a monthly basis and weekly cash reports.
- Perfomed journal postings recommended by the manager
- Prepared monthly bank statement to ensure timely bank reconciliations at the head office and branch petty cash management.

Accounts Assistant

Afya Sacco-Kisumu Fosa: 2008-2011

Duties and Responsibilities

- Ensured accountability of good use of petty cash and office stationery.
- Reconciled the work of the branch tellers.
- Ensured proper handling of both incoming and outgoing mails. {proper recording and dispatch of the same}
- Acted as the replacement cashier in case of high volume of work and absence of designated tellers.
- Handled customer care and also being in charge of Sacco link cards.
- Provided support to the Accounting Department.
- Performed basic office tasks, such as filing, data entry, answering phones, processing the mail, etc.
- Handled communications with clients and vendors via phone, email, and in-person.
- Processed transactions, issuing checks, and updating ledgers, budgets, etc.
- Prepared financial reports.
- Assisted with audits, fact checks, and resolving discrepancies.

REFEREES

James Ondiek Chief Internal Auditor P.O Box 11607 Afya Sacco Society. Tel: +254 721 232 052 Email: jamesondiek@gmail.com	Moses Were P.O Box 43008, Mombasa Tel: +254 722 954 006	Peter Onyango Kenyaga Assistant Chief Health Admin. P.O Box 486-40100 Tel: +254 720 931 582
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