

Leah Atieno Osulah
Tel: +254725533732
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CAREER VISION

My career goal is to dedicate my services to any interactive environment and to give my best by being proactive, self-motivated and trustworthy.

PROFILE

I am a quick learner, punctual, accept challenges, consistence, self-disciplined and believe in progress.

EDUCATION BACKGROUND.

Date: Jan 2010-September 2010.

Name of institute: Graffins College.

Credited: Diploma in Business Management.

Award: Credit.

Date: August 2005-November 2006.

Name of institute: Nairobi Aviation College.

Credited: Diploma in Air Travel Operation I and II and Tourism Management.

Award: Credit.

Dates: February 1999-November 2002

Name of institute: Pan Paper High School.

Credited: Kenya Certificate Secondary Education.

Awarded: C+

WORK EXPERIENCE.

Date: Mar 2023-Jun 2024

Position: Volunteer, Administration Department

Company: Nyahera Sub-district Hospital

Responsibilities:

- Attending to visitors and clients.
- Taking oral dictation and processing data
- Managing and organizing office records and documents, monitoring procedures for record keeping and file movement
- Handling telephone calls, appointments and operating office machines
- Maintaining office diary and travel itinerary
- Preparing response to simple routine correspondence
- Managing office protocol and etiquette with integrity and confidentiality of data
- Assist in overseeing procurement, ordering and issuance of commodities, provision and maintenance of facilities, preparation of budgets and sound management of budgetary allocations, revenue collection, overseeing welfare of staff and patients and ensuring their security and general upkeep of the hospital.

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Date: Aug 2015-Jan 2020

Position: Receptionist

Company: Nyanza Reproductive Health Society

Responsibilities:

- Receive clients, direct official correspondence and study participants accordingly.
- Manage incoming calls as per the caller and outgoing calls as requested by appropriate officers
- Maintain reception cleanliness, supervising hygiene person and driver.
- Provide clinic technical support in client enrolment, registration, appointments management, follow ups/defaulters tracing and support in maintaining client files.
- Arrange meetings and training, take minutes and file them appropriately.
- Manage petty cash flow and communicate with finance department when need arises.
- Manage store and supply issuance by coordinating with procurement department and making sure supply is made in time to avoid inconveniencing other departments.
- File data and perform other routine clerical tasks (typing, photocopying, faxing and emailing) as assigned by other departments.
- Track leaves records and communicates the same to Human Resource Manager.
- Exercise utmost diplomacy on confidentiality and privacy protocols in accordance to Clinic policy.
- Manage participant complaints and refers them to appropriate designated personnel as needed.

Date: Nov 2013-Jul 2015

Position: Front Office Executive

Company: Nine One One Group

Responsibilities:

- Managing clients, determining the purpose of visit and directing them to appropriate department.
- Maintain the cleanliness and neatness of the front desk area at all the times.
- Managing inbound and outbound calls and ensuring telephone lines are working.
- Creating relationship with new clients and maintain the existing ones by providing the best customer service.
- Dispatching and receiving mails and courier.
- Clerical and administration tasks-(filing, typing, printing, scanning, photocopying and binding).
- Manage client complaints and refers them to appropriate designated personnel as needed

Date: February 2012-August 2012

Position: Customer Care

Company: Meridian Medical Centre.

Responsibilities:

- Welcomes and greets clients, determines purpose of visit and direct them appropriately.
- Maintains reception areas and office files.
- Schedules patient flow to clinic based on predetermined appointment arrangements.
- Performs administrative functions and general office duties (typing, copying, filing and data entry).
- Provides information to callers, transfers calls as needed and ensure that there is an adequate phone coverage at all times.
- Make monthly reports in regards with generated revenue and updating management about the clinic.
- Manage appointment dates and informs patient of adequate information needed at time of visit.
- Verifies method of payment for service (MediCal, Medicare, private insurance, private payee, Healthy Families).
- Manage patient complaints and refers them to appropriate designated personnel as needed.
- Exercise utmost diplomacy on confidentiality and privacy protocols in accordance to Clinic policy.

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Date: January 2011-January 2012

Position: Customer Advisor

Company: Barclays Bank

Responsibilities:

- Deliver exceptional sales performance by identifying and meeting customer needs through selling & cross selling of Bank's consumer lending products by seeking new clients and maintaining old ones
- Formulating strategies that can assist improve customer service
- Build relationships with internal service providers to ensure a quick turnaround time of escalated queries and complaints.
- Maintain own sales performance statistics for management information usage.
- Organizing market activation/sales campaign and attending them.
- Manage client complaints and refers them to appropriate designated personnel as needed

Date: March 2008-May 2009

Position: Guest Service.

Company: Jumeirah Beach Hotel-Dubai.

Responsibilities:

- Meet and greet guest who are coming in the hotel, responds to regular and routine inquiries regarding the hotel by providing comprehensive data and advising on available company services.
- Taking up service inquiry calls from clients and dispatching them to suitable department associated to address questions and making sure they are well sorted.
- Formulate resolution and response in a timely and accurate manner that provides excellent customer care services.
- Assisting other room division departments whenever needed.
- Manage guest complaints and refers them to appropriate designated personnel as needed

SKILLS.

- Computer proficient.
- Administrative skills.
- Communication skills.
- Customer services both externally and internally.

REFEREES

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