

**Johnbosco Mfawala**

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**Professional Summary**

Results-driven professional with over 7 years' experience in branch management, sales, customer service, and operations coordination. Skilled in leading teams, achieving key business metrics, and promoting organizational growth. Eager to contribute leadership and operational expertise to dynamic organizations.

**Work Experience****Volunteer Project Manager | International Youth Fellowship (IYF) – Free Weekend Academy**

*Jan 2025 – Present*

- Planned, executed, and promoted youth development programs aligned with IYF's mission.
- Coordinated volunteers and instructors; managed logistics, budgeting, and reporting.
- Conducted program evaluations and expanded participant reach through community outreach.

**Branch Manager | Tugende Kenya Ltd – Mombasa Branch**

*Jun 2022 – Dec 2024*

- Led branch operations, financial management, and customer service delivery.
- Achieved portfolio growth, managed asset leases, and expanded the customer base.

**Hub Manager | Bidhaa Sasa Ltd – Webuye Branch**

*Feb 2018 – Jun 2022*

- Oversaw branch sales targets, team training, and marketing activities.
- Developed business plans to drive sustainable sales growth.

**Area Manager | Solar Kiosk Kenya Ltd – Narok County**

*Apr 2016 – Oct 2017*

- Trained and supervised kiosk operators and sales agents.
- Managed regional sales targets, stock deliveries, and technical reporting.

## **Business Relationship Officer / ICT Support | Jubilant Kenya Ltd – Mombasa Branch**

*Aug 2013 – Mar 2016*

- Expanded client base through market research and direct engagement.
- Provided ICT support and loan process education to clients.

## **Intern | Kenya Police SACCO Ltd**

*Jul 2008 – Sep 2008*

- Supported day-to-day cooperative financial operations.

## **Education**

### **Bachelor of Science in Business Administration (In Progress)**

University of the People — 2025–Present.

### **Diploma in Co-operative Management**

The Co-operative University of Kenya | 2006 – 2008

### **Kenya Certificate of Secondary Education (B-)**

Taito KTGA High School | 2001 – 2004

### **Kenya Certificate of Primary Education (428 Marks)**

Kipchamo Primary School | 1992 – 2000

## **Certifications**

- Computer Applications Training (Capital Consultants, 2006)  
*(MS Office Suite, Basic IT Concepts, Windows Systems)*

## **Skills**

- Branch Management | Financial Management
- Sales and Marketing | Customer Service Excellence
- Team Leadership and Development | Operations Coordination
- Training and Coaching | IT Support | Microsoft Office Suite

## **Hobbies**

- Traveling | Watching Wrestling

## **References**

Available upon request.