

# DAVINE KEMUNTO ONDIEKI

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Focused and energetic entrepreneurship and business management specialist with a solid history of achievement in sales retention and product knowledge. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include; brand awareness, consumer psychology and team leadership.

✓ Bachelor of Entrepreneurship and Small Business Management	✓ Certificate in Entrepreneurship and Business Management
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## CORE COMPETENCIES

✓ Business Administration	✓ Strategic and Tactical Planning ✓
✓ Project Management and Execution	Business Management and Development ✓
✓ New Business Set up	Operations Management
✓ Investments and Economics	✓ Compliance
✓ Opportunity Identification	✓ Financial Accounting
✓ Business Regeneration	✓ Client Relations

## KEY PROFESSIONAL ACHIEVEMENTS

1. Developed and executed marketing programs and general business solutions resulting in increased exposure, customer traffic and sales
2. Performed competitor bench market analysis and identified savings opportunity and potential product enhancements.

## PROFESSIONAL EXPERIENCE

### DIAMOND TRUST BANK JULY 2025-PRESENT(BUSINESS DEVELOPMENT OFFICER)

#### Duties and Responsibilities

- Opening new accounts and helping with loan applications
- Promoting the bank's products and services
- Keeping customers' personal information confidential
- Communicating with other bank team members

### JAN 2024-june 2025 sales representative (Geminia Life Insurance company)

- Develop a prospective customer base and advertise our insurance products through referrals, cold calling, networking, and other marketing strategies to secure new business
- Provide warm and professional customer service while onboarding new clients and maintain existing clients, including booking appointments, inquiry response, insurance eligibility, claim submissions questions concerning billing and insurance policies
- Identify new client insurance needs, insurance risk, goals, current coverage, and financial situation by scheduling meetings for new customers, ensuring a personalized experience
- Assist current policyholders during the insurance claims process while overseeing existing insurance claims

### Nima College Feb 2022 – jan 2024 Instructor

#### Duties and Responsibilities

- Effectively implemented Two Way Communication, a move that encouraged students to equally participate during lessons.
- Providing individualized instruction to each student by promoting interactive learning • Evaluating students' performances in an objective, fair and timely manner and engaging them in creative thinking or interdisciplinary learning experiences
- Recording and report timely the results of CATS, assignments, mid- and final exams
- Work with students who are taking classes to improve their knowledge or career skills • Develop an instructional plan (known as a course outline or syllabus) for the course(s) they teach and ensure that it meets college and department standards
- Plan lessons and assignments
- Work with colleagues to develop or modify the curriculum for a degree or certificate program involving a series of courses
- Assess students' progress by grading assignments, papers, exams, and other work
- Advise students about which classes to take and how to achieve their goals

### **Nairobi metropolitan services Oct 2020 – Oct 2021 Compliance Officer – On Internship**

#### **Duties and Responsibilities**

- Ensuring all activities within Nairobi County under the transferred functions from the county to national government strictly adhere to the laid down guidelines.
- Preparing weekly reports on the status of all activities within the county.
- Regular monitoring and evaluation of the projects laid down.
- Forwarding public concerns regarding compliance, service delivery and enforcement.
- Implementing and managing an effective legal compliance program in the county.
- Creating and managing effective action plans in response to audit discoveries and compliance violations. • Regularly auditing the county procedures, practices, and documents to identify possible weaknesses or risks. • Assessing county operations to determine compliance risk.
- Ensuring all employees are educated on the latest regulations and processes.
- Resolving employee concerns about legal compliance.

### **Delsco Consultant Limited Feb 2020 – SEP 2020 Bank Teller (NCBA)**

#### **Duties and Responsibilities**

- Depositing and withdrawing cash to and from customers account under their instruction
- Conducting foreign exchange transaction
- Maintaining a balance of customers tools like cheque books and ordering them when in need
- Ensuring that the system balance reconcile with the physical cash at the end of the day • Organizing a weekly report to ensure customer satisfaction
- Recording transactions, which involves logging checks and preparing transaction reports
- Counting and packaging currency
- Reconciling cash drawers
- Opening new accounts and helping with loan applications
- Exchanging foreign currency
- Promoting the bank's products and services
- Keeping customers' personal information confidential
- Communicating with other bank team members

### **Dima College March 2017 – Dec 2019 Instructor**

#### **Duties and Responsibilities**

- Effectively implemented Two Way Communication, a move that encouraged students to equally participate during lessons.
- Providing individualized instruction to each student by promoting interactive learning • Evaluating students' performances in an objective, fair and timely manner and engaging them in creative thinking or interdisciplinary learning experiences
- Recording and report timely the results of CATS, assignments, mid- and final exams
- Work with students who are taking classes to improve their knowledge or career skills • Develop an

instructional plan (known as a course outline or syllabus) for the course(s) they teach and ensure that it meets college and department standards

- Plan lessons and assignments
- Work with colleagues to develop or modify the curriculum for a degree or certificate program involving a series of courses
- Assess students' progress by grading assignments, papers, exams, and other work
- Advise students about which classes to take and how to achieve their goals

### **Inuka Africa Limited Jan 2016 – May 2016 Loan officer**

#### **Duties and Responsibilities**

- Welcoming guests by greeting them, in person or on the telephone; answering or directing inquiries.
- Maintaining executive's appointment schedule by planning and scheduling meetings and conferences,
- Representing the executive by attending meetings in the executive's absence; speaking for the executive.
- Maintaining customer confidence and protecting operations by keeping information confidential.
- Completing projects by assigning work to clerical staff; following up on results.
- Prepares reports by collecting and analyzing information.
- Maintaining office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies.
- Maintaining professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

#### **EDUCATION AND PROFESSIONAL QUALIFICATIONS**

- Bachelor of Entrepreneurship and Small Business Management, Chuka University, 2015
- Computer Training and Proficiency Certificate, Craft Silicon Foundation, 2011
- Kenya Certificate of Secondary Education, St. Georges Girls Secondary School, 2010
- Kenya Certificate of Primary Education, Olympic primary school, 2006

#### **Relevant Trainings**

- Compliance and Service Delivery training trained by Nairobi Metropolitan Services, Jan 2021
- Certificate in Entrepreneurship and Business Management, the Youth Banner, June 2015

#### **SKILLS AND PERSONAL QUALITIES**

Analytical and Problem-Solving Skills	Negotiation & Problem-Solving Skills	Dependable & a Team Player
Detail oriented	Fast Learner and Quick Thinker	Sincere and Honest
Composed and Ability to Multi-Task	Leadership and Supervision skills	Customer service
Communication & Presentation skills	Time Management	Team player

#### **REFEREES**

Casper Mabeya Compliance and service delivery officer Nairobi Metropolitan Services Tel: +254722273969 Email: caspermabeya@gmail.com	John Steven Balah Instructor Nima College, Nairobi Tel: +254707597840	Kennedy Ochuka Kaware Auditor Office of Auditor General Nairobi Tel: +254722618701
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