

# JACKSON MUUO

ACCOUNTANT



## Contact

### Address

NYERI

### Phone

741357204

### E-mail

jayjackmuuo@gmail.com

## Personal Attributes

- Self-motivated with high energy, initiative, and focus
- Goal-directed with strong educational background and excellent communication skills
- Highly adaptable to new environments and challenges
- Detail-oriented and driven person with high objectives to achieve organizational growth
- Ability to collaborate effectively with team members to

Goal-oriented Commerce graduate specializing in accounting with extensive experience in financial services, customer relationship management, and debt recovery across microfinance institutions. Proven expertise in credit assessment, loan portfolio management, and field operations with demonstrated success in meeting collection targets and maintaining positive customer relationships. Technical proficiency includes financial analysis, risk management, and data analytics for creditworthiness evaluation. Over 1.11 years of progressive experience in the microfinance sector, with strong skills in negotiation, communication, and stakeholder collaboration. Combines analytical financial skills with exceptional interpersonal abilities and adaptability to deliver results in challenging field environments. Seeking opportunities in financial services, banking, or microfinance institutions where I can leverage my credit analysis expertise and customer relationship skills to drive business growth and contribute to organizational objectives while pursuing professional certification as a Certified Public Accountant.

## Work History

November 2023 - Current

### City Eye Hospital Limited credit control.

- Proactively manage assigned delinquent customer portfolios to recover overdue payments and meet collection targets
- Conduct timely follow-ups on defaulted accounts to achieve resolution while maintaining positive customer relationships
- Investigate and resolve customer queries, complaints, and account discrepancies through effective problem-solving
- Coordinate with Branch teams to action escalated cases and implement strategic collection initiatives
- Perform regular field visits to recover debts and participate in coordinated field collection drives to optimize performance
- Maintain accurate and thorough records of all field activities, customer interactions, and collection outcomes
- Submit comprehensive progress reports highlighting achievements, challenges,

- achieve required tasks within deadlines
- Organized and dependable candidate successful at managing multiple priorities with positive attitude
- Willingness to take added responsibilities to meet team goals
- Keen insight into the needs and views of others, able to listen and identify issues or problem areas and form innovative solutions

September 2020 - November 2022

#### Accountant Intern

##### FORMER NHIF

- Assisted to conduct variance analysis to explain differences between budgeted and actual figures.
- Assisted to take financial decisions on various operating as well as non-operating requirements and market analysis.
- Assisted to evaluate financial

management strategies to ensure sustainability and maintain the company's overall financial health.

- Assisted to conducted audits of financial accounts to assess financial status and identify discrepancies.
- Assisted to analyzed financial statements and evaluation.

November 2019 - February 2020

#### Salesperson

##### Worldwide marketing company Machakos.

- Assisted to support and evaluate new products and provided feedback to marketing and sales teams.
- Assisted to provide pricing details and upsold promotional options to buyers
- Assisted to manage customer inquiries and concerns about products and services.
- Assisted to call commercial and residential customers to promote products and services.

#### Education

2021 - 2023

#### Diploma in Accounting

The Technical University of Kenya - Nairobi

- P.O BOX 52428 - 00100 Nairobi
- Completed Coursework: **144 UNITS**

2016 - 2019

## **Kenya Certificate of Secondary Education: K.C.S.E**

- Mukaa Boys High School - Mukaa, Makueni
- Mean Grade: C

## **Career Aspirations**

To be a competent and credible financial professional, progressively enhancing my capabilities through professional and academic development and teamwork in order to achieve efficiency, effectiveness, and excellence in the organization. I am committed to advancing my expertise in financial services, credit analysis, and customer relationship management while contributing to organizational growth through innovative financial solutions and exceptional client service.

## **Activities and Interests**

- Reading inspirational books
- Listening to music
- Traveling
- Sporting activities

## **Referees**

### **Ms. Faith Karani**

HOD Credit control

City Eye Hospital

Mobile: +254788812328

### **Mr. Moses Cheptumo**

Branch Manager SHA Sotik

Mobile: +254711557

### **Mr. Kassim Guyo**

SHA QA Nyeri Branch

Mobile: +254714289281