

**Anthony Jembe kitii**  
**P.O Box 1147, KILIFI**  
**Tel: 0700 003322/0717590955**  
**Email:fjembe2014@gmail.com/Anthony\_kiti@yahoo.com**

### **Profile Summary**

A passionate and very skilled professional with years of experience in customer service, sales, accounting, administration and HR reporting. During my tenure of work, I have been able to execute all the tasks assigned to me with a lot of proficiency and diligence. My focus is to secure a position where I can utilize my skills and expertise to contribute to the success and growth of your organization.

### **Personal Details**

Date of Birth: 5th June 1985

### **language**

English, Swahili, Giriama

### **Education Background**

- Bachelor of Commerce-Mt Kenya University 2009-2012
- Computerized Diploma in Air travel and Tourism-Mombasa Aviation 2006-2008
- Kenya Certificate of Secondary Education, St Georges high' school, 2004

### **Key Skills and Competencies:**

- **Customer Service:** I have experience in handling customers assisting them and attending to their needs.
- **Administrative skills:** have experience in database management, social media management and an admin staff who have an immediate impact on business productivity and a strong result focus
- **Accounting skills:** I am highly skilled in areas such as; the general ledger and balancing of accounts, payroll, vouchers, processing account receivables/payables and cashing cheques
- **Monitoring and Evaluation:** I am well versed with the dynamics of the daily operations in my tasked field to ensure policies are adhered to and there is good service delivery
- **ICT Competency:** Proficient in windows environment and competent in Microsoft Office Application suite. Experienced in navigating accounting software which include; Microsoft Dynamics Navision ERP, Sage Pastel, QuickBooks pro
- **HR Reporting:** Successfully maintained employees' information by entering and updating employment and status change data, supported human resource process by ensuring HR practices are followed and provided payroll information by collecting time and attendance records including processing payrolls
- **Organization skills:** Ability to work in a fast-paced environment and to deliver results in time regardless of the pressure from work

- **Interpersonal and Communication skills:** Excellent at one-on-one interaction, phone conversations and emails and can blend into any environment with sound excellent verbal and non-verbal skills
- **Sales:** Excellent in sales, Sales software proficiency, product knowledge, active listening and time management

## Work Experience

### **Customer Experience Executive and Sales Safaricom Limited, Jan 2018 -To August 2023;** Duties and Responsibilities:

- Offered high quality customer experience to all customers
- Provided solutions to customer problems
- Raising service requests and giving feedback on time
- Ensured customer satisfaction and resolution
- Managed and resolved customer complaints on time
- Sympathized with customers
- Provided customers with products and service information by clearly explaining procedures, answering questions and providing relevant information.
- Documented all customer interaction information according to standard operating procedure
- In charge of Stock control system administrator
- Selling phone products and safaricom services to potential customers by identifying prospects, build relationships, negotiate, and close deals.

### **Call Center Agent (working from home)**

### **Safaricom PLC**

- Offered high quality customer experience to all our customers
- Managed inbound and/outbound calls;
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- Escalate situations involving dissatisfied customers, offering patient assistance and support
- Raising service requests and giving feedback on time
- Guide callers through troubleshooting, navigating their phones or using the products or services
- Review customer or client accounts, providing updates and information about billing and tariffs
- Collaborate with other call center professionals to improve customer service

## Key Achievements:

- Since I joined the company, I have exceeded retail sales goal by 50% per quarter over the course of one year.
- Improved customer satisfaction by 62% in three months, according to in-store surveys.

**Accountant;**  
**CMA-CGM Kenya Ltd, Jan 2015 to December 2017;**  
**Duties and responsibilities:**

- Recorded and maintained accounting records
- Handled Payroll preparation using PAYPLUS payroll manager
- Compiled the trial balance
- Drew up payment voucher for all expenditures and income and ensuring proper authorization of form
- Assisted in payments of imports/exports invoices
- Ensured timely payments were done to vendors and suppliers
- Timely submission of statutory returns and payroll administration
- Daily collection reports, posting of receipts and sage sales report
- Prepared wire transfer and cheque payments
- Reviewed of supporting document to ensure that payments were properly approved in regards of company policy
- Data entry

**Administrator and computer operator;**  
**SGS Kenya Ltd, January 2013 to December 2014;**  
**Duties and responsibilities:**

- Provided administrative support to senior leaders, including email correspondence and generation and distribution of memos, letters, spreadsheets and forms
- Serve as the eyes and ears of the office, providing information, answering questions, and responding to requests
- Ensure optimal use of office equipment, supplies, and inventories through preventive maintenance
- Operating the weighing scale to determine weights on vehicles carrying consignment.
- Direct traffic coming onto site and operate weighbridge.
- Accurately record weights by vehicle and completing appropriate documentation
- Report any anomalies/errors to the weighbridge system to the appropriate people immediately.

**Hobbies/Interest:**

- Reading and getting involved in community service

**REFEREES**

Please feel free to contact the under mentioned in regard to my competence, work ethic and performance.

**Pascal Mbamungu**  
Retail shop Manager  
Safaricom Ltd  
Tel: 0794449033

**Paul Mbugua**  
Senior Accountant  
CMA-CGM Kenya Ltd  
[Tel:0716402947](tel:0716402947)

**Victor Kithome**  
Administrator  
SGS Kenya Ltd  
Tel:07224728732