**RESUME**

**RODAH KALUNDE**

**NZOMO**

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| **BIO DATA** | SEX: Female  NATIONALITY: Kenyan  ID NUMBER: 22739536 |
| **CAREER OBJECTIVE** | To work in a competitive and challenging environment that appreciates hard work, pragmatic and innovative ideas, team spirit and individual capacity building. |
| **PROFESSIONAL PERSONALITY** | I am at my best in a job where I can work and interact with other people, and have some level of both independence and collaboration in decision-making. I also am confident and succeed in handling multiple tasks. Occasional work stress does not bother me. Tasks where I have an opportunity to solve problems bring the best out of me. |
| **SKILLS & ABILITIES** | * I have the ability to multitask a variety of challenges and responsibilities * My leadership skills are developed and have allowed me to spontaneously interact with diverse populations and age groups * My organizational skills have enabled me to effectively defuse problem situations with clients using tact thus creating long term client base * Team work is another skill I have acquired and one I know is necessary for organization cohesiveness * During my career, I have demonstrated an exceptional ability to meet organizational objectives and demands by working decisively under tight deadlines and paying attention to details. * I have good communication skills with good command in written English and Swahili languages |
| **EDUCATION** | |
| May 2016 **(on going)** | **College of Human Resource Management (**Diploma HRM**)** |
| 2016 | **College of Insurance (**Excellent Customer Services Skills**)** |
| 2015 | **KK Security – (**Fire Marshall Training Course**)** |
| 2013 | **HR Practice Hub** (Customer Care, Service & Business Etiquette) |
| 2012 | **East Africa Institute of Certified Studies** ( Customer Care & Service Skills) |
| 2009 - 2010 | **Pinnacle Business School** ( Accounting Technician Certificate – ATC 1) |
| 2001 - 2003 | **Touchline Secretarial College** (Full Secretarial Course) |
| 1997 - 2000 | **Mitaboni ABC Girls** – KCSE (C-) |
| **WORKING EXPERIENCE** | |
| **June 2010 - Date** | **Invesco Assurance Co. Ltd (HR & Customer Care)**  ***ACHIEVEMENT:***   * ***I came up with a filing system in the HR Department which led to effective management of personnel files***   ***Duties in HR (Oct 2010 – Feb 2012)***  Day to day efficiency operations of the HR office by maintaining his diary  Maintaining employee files by keeping them up to date and ensuring confidentiality  Liaising with branch managers and staff on HR & administrative matters  Typing correspondences, issuing & filing  ***Duties in Customer Care***  Attending to clients  Typing correspondences and filing records  Receiving, recording and dispatching mails and maintaining a mail register  Booking appointments & managing calls  Planning & executing staff welfare visits & parties (chairperson to the planning committee)  Executive Board Member- New Invesco Staff Sacco ( Secretary ) |
| **Nov 2007 – May 2010** | **Pinnacle Business School (Customer Care & Administration)**  ***Duties***  Executive Secretary (3 months)  Students registration  Typing, issuing & filing correspondences  Attending to enquiries/clients  Telephone screening & forwarding  Typing lecturing materials and internal examinations |
| **June 2005 – Sep 2007** | **Paik Investments Co. Ltd (Secretary)**  ***Duties***  Typing, filing, binding, photocopying of correspondences  Attending to clients/enquiries  Managing calls  General office management |
| **Jan 2005 – June 2005** | **Sunripe (K) Ltd (Traceability Control Officer)**  ***Duties***  Taking trace cords from receiving, processing & dispatch  Liaising with labelling department to ensure efficient labelling of final products  Ensuring right packaging weight by scaling |
| **Nov 2003 – April 2004** | **Touchline Secretarial College (Customer Care & Administration- Internship)**  ***Duties***  Typing, issuing & filing correspondences  Receiving & receipting bank slips from students  Receiving clients/inquiries |
| **REFEREES** | **Juliana Kadzo**  Senior Executive Assistant  Invesco Assurance co. Ltd  0724 962 355  **Bernard Githinji**  Director of Administration  Pinnacle Business School  0722 508 777 /0722 067 570  **Mr. Chris Otera**  Head of Human Resources  Orange Telkom  0773 889 523 |