
Curriculum Vitae

Sylvia Ndunge Masaku

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Objective:

- To use my skills and education to help achieve my fullest potential.
- To serve a firm that encourages professionalism such that I apply all the skills taught and naturally acquired to produce outstanding result and ensure further improvement and long term success.

Professional Profile

Being extremely neat, reliable, greatly motivated and being able to tackle challenging projects hence creating high quality and challenging working results

Have exceptional skills of analysing relationships which are helpful in supporting customers and associates to find out solutions to problems.

Personal Information

Date of Birth:	30 th January 1991
I.D. No.:	29045715
Place of Birth:	Nzau District, Makueni County
Nationality:	Kenyan
Sex:	Female
Marital status:	Single
Languages:	Kiswahili, English, Kamba

Professional and Academic Status

Undergraduate degree: Maseno University

- Bachelor of Business Studies with IT (August 2011-Dec 2015) graduated with a Second Class, Upper Division.

High School:

- Makueni Girls High School-Kenya Certificate of Secondary Education.2006–2009.attained a B of 65 points

Primary:

- Mutyambua Primary School,- Kenya Certificate of Primary Education 1997 -2005, Attained 397 marks in KCPE

Computer Skills:

- MS Word, MS Excel, MS Access, PowerPoint
- Data analysis using SPSS(Statistical Package for Social Sciences)
- Proficiency in Quick books software of accounting

Professional qualification

- Certified Public Accountant (CPA) up to section 4 through self-learning

Professional experience

2016(November to date) Agent Banker at Co-operative Bank of Kenya (CBK), Mtwapa branch**Roles:**

- Driving agent recruitment as well as tracking agent transactions and performance.
- Supervising and appraising agent activities.
- Coordinating the internal approval/declaration process for specific agents with CBK and communicate to Agents the approval or declination by CBK.
- Executing Card business growth through Merchant Acquiring as well as relationship management with Merchants and driving Merchant Transactions and Turnover.
- Working with Card Business Acquiring team to resolve operational issues and to ensure adherence to VISA and MasterCard regulations.
- Carrying out periodic visits to the Merchants to drive Co-op Bank POS usage and offer POS support to Merchants.
- Working with Marketing team to ensure visibility of Merchants and Agents and ensure relevant branding and signage for Agents banking outlets.

- Actively supporting product development and sales initiatives by branch through the identification of potential agents and coordinating joint marketing activities and cross-selling Alternative Banking Channels products.

2016(July to October) Consultant at Losai Management Ltd

Roles:

- Data collection
- Data entry and data editing
- Preparation of data summaries
- Assisting the supervisor to prepare work plan

Achievements

- Learnt to use bilingual skills to capture adverse data
- Increased courage and boldness after conducting interviews on project beneficiaries to determine their level of satisfaction.
- Timely submission of data summaries

2015(September to December) Accounting and finance intern at Teledata Technologies limited

Roles:

- Receiving and recording incoming and outgoing stocks
- Preparing invoices including ETR receipts
- Preparing purchase orders
- Filling VAT returns for the company
- Process petty cash payments
- Filing of all finance documents
- Reconciling bank statements and cashbook balances

Achievements

- Streamlined the stores operations in the company.
- Better time management to provide invoices and purchase orders at right time
- Timely provision of accurate stock reports

2015(Jan to May) Accountant/Marketer at Funmatt Limited

Roles:

- Making sure that books of records were up to date
- Recording business transactions in the relevant books
- Preparing monthly financial statements and report to the directors
- Selling the finished goods to customers
- Participate in marketing of the firms products
- Stock control to ensure that materials are efficiently used

Achievements

- Managed promotions and publicity campaigns reaching up to more than 1000 new clients
- Conducted resource planning; tracked costs to ensure adherence to budgetary limitations
- Managed two departments of 15 individuals
- Performed revenue recognition, analysis and forecasting that helped to improve company's reporting system by 25 percent through implementation of corrective authoritative literature

2014 (January-March) Statistics and Research intern at Kenya Ports Authority (Mombasa)**Roles:**

- Capturing data codes of the goods arriving at the port
- Reconciling the physical and the recorded goods in the containers
- Preparing both annual and periodic work plans
- Conducting research interviews to various port clients on customer service project
- Analysis the project data and preparing reports

Achievements

- Conducted field study to collect data on customer satisfaction around the port
- Prepared project reports that would be used by the management to make any necessary adjustments that would help the company serve their customers better

Interests

- Travelling
- sports
- Spending time with children and playing with them

REFEREES

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