

# BATSHEBA K. OSORO

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## Summary Profile

**Address:** P.O.BOX 54867-00200 NAIROBI  
Email- [batsheba\\_osoro@yahoo.com](mailto:batsheba_osoro@yahoo.com)  
Cell-phone: 0721 462 044/ 0735 462 044

**Date Of Birth:** 1983

**Marital Status:** Married

## Education

[ 2018 ] Daystar University Nairobi, Kenya  
**Masters in Business Administration**

[ 2006 ] Kenya National Cleaner Production Center, UNEP Nairobi, Kenya  
**Environmental Impact Assessment and Audit course**

[ 2001 - 2005 ] University of Eastern Africa, Baraton Eldoret, Kenya  
**BA in Geography with Environmental Studies**

- Desktop Research
- Certificate in Microsoft Office Packages and
- End User Support Systems

**IAT Certificate in Computer skills** Nairobi, Kenya

[1998-2001] Maxwell Adventist Academy. Kiserian, Kenya

**High school Diploma**

[ 1990 - 1997] Makini School Nairobi, Kenya  
**Kenya Certificate of Primary Education**

## **Work Experience**

September, 2015 to October, 2016  
Water Services Trust Fund

### **County Resident Monitor(Kitui)**

- Assisting management and Sector Specialists in developing program, project and sector-wise work plans and overall monitoring construction of projects
- Coordinating closely with the partner town administrations for planning, identification of data sources, and collection of data for monitoring purposes.
- Monitoring and following up progress on various ongoing construction, proposals, meetings, reports, working papers with concerned authorities on donor funded projects
- Host or attend regular community meetings.
- Monitoring project framework with clear-cut goals, outcomes, outputs, inputs, processes, indicators, data needs and sources
- Updating manager on progress of donor-funded programs and projects in different sectors

May, 2013 to August, 2015  
Moke Gardens Kenya Limited.

### **Operations Manager**

- Managing of site area that includes; Real-estate project and 7acre farm productions for export
- Selling of house units, On-plan & Off-plan
- Marketing and selling farm produce to export companies.
- Recording statistics and market survey on real-estate business and farm produce.
- Day to day customer interaction and maintenance of account portfolio
- Maintenance of customer records and follow-ups.
- Ensure maintenance of farm records and spraying patterns of the farm.

October, 2011 to April, 2013  
Ecobank Kenya Limited.

### **Customer Relations**

- Account Opening and cross-selling
- Ensure revenue is recovered from income transactions e.g ATMS, cheque book charges
- Supervises 8-10 Direct sales agents and providing necessary ongoing training and technical support to ensure products and services are disseminated to the consumer market in a safe, professional and productive manner.
- Day to day customer interaction and maintenance of account portfolio

September, 2007 to October, 2011  
Postal Corporation of Kenya.

**Customer Relations Officer**

- Maintain/establish contracts with state, microfinance, and non-governmental organizations and work to increase the number of contracts within these sectors countrywide.
- Lends support to other sales/operations officers countrywide on all Postal Money transfer agencies. This includes coordination and performance of field staff as well as the overall monitoring of quarterly and annual performance.
- Supervises 8-10 field staff and providing necessary ongoing training and technical support to ensure projects are being completed in a safe, professional and productive manner.
- Work with Universal Postal Union to ensure maintenance of quality services

**References**

Emily Ouya,

Manager Strategy and Marketing,  
Postal Corporation of Kenya  
P.O. Box 34567-00100,  
Nairobi, Kenya

Esther K. Nyamboki  
Moke Gardens Ltd  
P.O. Box 54867-00200,  
Nairobi, Kenya

Edwin Korir,  
Chief Manager- Audit,  
Water Services Trust Fund,  
Nairobi, Kenya