**CURRICULUM VITAE**

**GLADYS WAMBUI NG’ANG’A**

P.O Box 15-10201Kahuro Phone: +254 723 741 803  [gwambui2010@gmail.com](mailto:gwambui2010@gmail.com)

**Personal Profile**

* Strong analytical skills with a high level of accuracy, efficiency and sharp attention to details.
* Articulate in communication and product presentation in forums and corporate functions intended to grow business objectives.
* Proven ability to conceptualize and orchestrate campaigns that effectively reinforce and build lasting brand images.
* Creative, agile team leader and expert in the conceptual and content development of growth strategies.

**Skills**

|  |  |
| --- | --- |
| * Impressive customer service * Corporate Communications * Creative Team Leadership * Dynamic interpersonal relations | * Office and accountancy suite usage * Tap synergy and networking to attain results * Drive sales & productivity * Image and brand building |

**Recent Awards**

|  |
| --- |
| 2016: Top performer in growth under Agency Banking Unit awarded by Head of agency banking.  2015: Top performer in compliance in agency banking awarded by Head of compliance agency banking.  2012: Best Research Paper circulated to CUEA entitled, ‘Factor affecting smes to access financial services.’ |

**Professional Experience**

***Feb 2013 – Present* Agent Banking Consultant**

**KCB BANK –KIAMBU BRANCH**

* Calling potential customers on agency banking and selling the KCB products.
* Drive Agency Banking, Transit, and Card Acquiring business growth
* Participate in recruitment and training of Transit, Agents and Merchants
* Develop and manage relationships with existing and potential Agents, Transit, and Merchants
* Research market trends and provide information on channels business
* Attending meeting with potential customers.
* Building sales pipeline to ensure constant stream of sales.
* Working on a monthly set target
* Following up with past customers, after-sales services.
* Following upon leads generated by other departments (personal banking and business banking)
* Resolving issues with customers.

**Achievements**

* **70% increase in fee income from agency banking in my region of jurisdiction.**
* **Effectively led my well motivated team towards world class results.**

**Education**

**Aug. 2009– April 2012:** Catholic University of Eastern Africa

**Bachelor** of Commerce-Finance option

**Second Class Honors-Upper divisions**

**Feb 2002 –Nov 2005:** Kahuhia Girls High School.

**KCSE B+ (Plus)**

**Jan 1997 – Nov 2001:** Bishop Perlo Center.

**KCPE A (388MARKS)**

**Referees**

* Vincent Mogaka –Personal Banker, KCB Bank,

[t­­\_vmoranga@kcbgroup.com](mailto:t_vmoranga@kcbgroup.com)Phone: +254 788 692 833

* Virginia Wanjiru –Revenue Officer,Kenya Revenue Authority, [vwanjiru2010@gmail.com](mailto:vwanjiru2010@gmail.com) Phone: +254 729 179 972
* Peter Mwangi–Chief Finance Manager, Private Wealth Company, [Petermwang@gmail.com](mailto:Petermwang@gmail.com) Phone: +254 720 717 495