**LINAH MULONGO SOHELO**

P.O BOX 51042-00200, Nairobi.

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**CAREER OBJECTIVE**

My career objective is to join and work in an organization that will utilize my professional skills and knowledge through teamwork, creativity and innovation in pursuit of the organization’s mission and vision and at the same time expand my scope of knowledge.

**PERSONAL PROFILE**

I am a self-motivated, good communicator, result oriented, keen to details and hardworking lady who believes in teamwork.

**ACHIEVEMENT**

* Appointed as an ISO 9001:2015 Champion after Successfully completing the course, assessment and examination for Internal Quality Audit.
* Successfully completed the requirements of the Certificate of Proficiency in Insurance Examination (COP).
* Served as elected Secretariat at the Students Organization of Nairobi University (SONU).

**BIO DATA**

DATE OF BIRTH : 27/10/1991

GENDER : Female

MARITAL STATUS : Single

LANGUAGES : Fluent English and Kiswahili

NATIONALITY : Kenyan

**WORK EXPERIENCE**

**Kenya Union of Savings and Credit Co-operative (KUSCCO LTD) - Marketing Executive**

**Feb 2015 - To date**

**Roles and responsibilities;**

1. Market KUSCCO products to ensure business growth
2. Implement customer retention strategy for the Organization.
3. Obtain feedback from clients to aid in product development to ensure services provided are relevant and keep up with the changing market dynamics
4. Handle and resolve client issues
5. Maintain a record keeping system for the organization & clients data base
6. Follow-up outstanding debt to ensure that delinquency levels are reduced.
7. Existing and potential customer follow-up
8. Preparing product/service reports by collecting and analyzing customer information.
9. Recommending potential products or services to management by collecting customer information and analyzing customer needs.
10. Carrying out market intelligence on competition and issuing reports.
11. Attending AGMs, Education days and other SACCO activities to market the union.
12. Marketing plan implementation for KUSCCO.

**Zuku - Customer Care Call Center Agent, Nov 2014**

**Roles and Responsibilities;**

* Received client’s calls as they called to inquire about Zuku services.
* Recreation of Zuku Client’s to a new Package.

**Kenya Union of Saving and Credit Cooperative Ltd - Intern, Oct-Dec 2013**

**Roles and Responsibilities;**

* I conducted Bank reconciliation statements of the Housing fund department.
* I conducted Data reconciliation for verification before posting them in the Housing Fund data base system.
* Loan appraisal
* I prepared cash journals for accounting purposes.
* I handled refund process for clients.

**Alliance One Tobacco - Clerk, Sep-Dec 2012**

**Roles and Responsibilities;**

* I conducted the data Entry Process of the organization.
* I apprised different clients of Alliance One Tobacco.

**Nyabohanse High School - Volunteer Teacher, 2009-2010**

**Roles and Responsibilities;**

* I taught form one to four Kiswahili, History and English.
* I conducted the motivational speech sessions in the school

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| EDUCATION BACKGROUND: | | | |
| Area of Learning | Institution | Award | Year |
| Co-operative business model | The Co-operative University of Kenya | Successfully completed training on understanding co-operative business model. | June 2021 |
| Certificate of Proficiency in Insurance | College of Insurance | Successfully completed the requirements of the Certificate of Proficiency in Insurance Examination (COP). | May 2019 |
| Internal Quality Audit Course | Kenya Bureau of Standards | Successfully completed the course, assessment and examination for the ISO 9001:2015 | June 2018 |
| Bachelor of Commerce-Procurement Option | University of Nairobi | Second Class Honors  (upper Division) | 2010-2013 6th December |
| Certified Public Accounts | Vision Institute of Professionals | PART 2 | 2013-2014 |
| Computer Packages | Skytech Aviation College | MS word, MS Power point, MS Publisher, MS Excel, MS Internet explorer and MS Access. | 2009-2010 |
| Kenya Certificate of Secondary Education | Bunyore Girls’ High School | Mean Grade: B- | 2005-2008 |
| Kenya Certificate of Primary Education | Nzoia Primary School | Attained 354/500 Marks | 1996-2004 |

**Computer Skills**

Proficient in MS Office Suite

Proficient in Internet Applications

**HOBBIES AND INTEREST**

* Community Outreach.
* Reading inspirational books.
* Playing Badminton
* Team building

**REFEREES**

1. **Gladys Lusweti**

Human Resource Manager

Kenya Union of Savings and Credit Co-operatives Ltd.

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Nairobi.

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1. **Stephen O. Nyamwange**

Examiner Procurement and Supply Chain

University of Nairobi

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1. **Caren Wakoli**

Executive Founder and Director of Emerging Leaders Foundation

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