

# FREDRICK KHISA WAFULA

P.O BOX 35043-00200 Nairobi, Kenya//D.O.B 28<sup>th</sup> July 1970

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## PROFILE SUMMARY

My highest ambition is to see every person in the society living a life of dignity. I aspire to be an agent of holistic transformation in society through decisive use of my skills, knowledge and abilities. I endeavor to apply myself diligently in working towards and contributing through growing, efficiently and effectively the branding and marketing of organizational key products. I am guided by the values of empathy, respect for all, human dignity and the fear of God. I am currently interested in joining an established organization whose aim is to impact the poor to realize a whole round development so that I can put my skills, experience, commitment and dedication into use by impacting and motivating the organization and its target society positively.

## PERSONAL DETAILS

**Marital Status:** Married  
**Nationality:** Kenyan  
**Languages:** English (Proficient), Swahili (Proficient) & Luhya (Proficient)

## EDUCATION

- **Masters in Translation** – University of Nairobi, 2016- Date. English/Kiswahili translation
- **Bachelor of Arts** – University of Nairobi, 2011-2014, Second Class Honours-Lower Division
- **Diploma in Human Resource Management** – University of Nairobi, 2004-2006
- **Kenya Certificate of Secondary Education (KCSE)** – Bukembe High School, C-, 1985 - 1989

## KEY SKILLS AND COMPETENCIES

- **Proven Management Capability:** Successful managed teams in KCB SACCO
- **Leadership & team work skills:** Creative, committed and flexible leader with value for team work.
- **Planning:** Ability to plan and manage programmes, set priorities and plan for the successful implementation
- **Computer Skills:** adequate skill in use of Microsoft excel, word and PowerPoint

## WORK HISTORY

### Customer Relations Officer

**2014 to Date: Kenya Commercial Bank Sacco - KENCOM Sacco Ltd**

### Duties and Responsibilities

- Recruiting of potential members of staff working with Kenya Commercial Bank (KCB) in Kenya and in the Diaspora.
- Assisting the CEO in communicating to the members of the society on meetings and other matters
- Visiting KCB Branches across the country for the purpose of conducting elections of new branch representatives.
- Recruit corporate clients of KCB Bank and other organisation

- Develop and market Sacco products suitable for members.
- Attending to customer queries/Complaints

#### **Clerk**

**1997 - 2014: Kenya Commercial Bank Sacco - KENCOM Sacco Ltd**

#### **Duties and Responsibilities**

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- Promptly create and update membership records, shares and deposits databases
- Prepare for Board and credit committee meetings and take minutes
- Prepare and submit timely management reports for management committee review.
- Issue and receive filled membership application forms.
- Submit periodic reports on group affairs to the chairman
- Receive loan applications from members and record them in the credit register, and advise the credit committee secretary.
- Send communications to members meetings, loan repayment reminders etc
- Respond to members queries on lending procedures and update of their accounts
- Develop and market Sacco products suitable for members Facilitate implementation and monitoring of programmes activities

#### **SEMINAR, WORKSHOPS & TRAININGS**

- 2003: Certificate of participation (WCCU), Strathmore University
- Certificate in Computer studies – Codic Computer Institute
- Certificate in competitive strategy course – Top Edge Consultants
- Certificate in Customer care Course – KUSCCO
- Sacco Marketing – Strathmore University 9World Council of Credit Unions Sacco Training Programme)

#### **HOBBIES**

- Reading Christian Literature
- Creative writing

#### **REFEREES**

**Mr. Japheth Bii Koros**

Business Analyst

Resolution Insurance Ltd

P.O Box 4469 00100, Nairobi  
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**Ms. Alice Nanyama**

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**Mr. Geoffrey K. Mulusa (CPAK)**

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