**KIMANI JULIUS MBUVI**

**ADDRESS: P.O BOX 1190 NAKURU, KENYA TELEPHONE: +254716330387**

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**PERSONAL PROFILE**

I am a highly motivated, confident and enthusiastic graduate with an aptitude for written and verbal communication skills. I am looking for a stimulating and challenging position that will give me the opportunity to make a real and a meaningful contribution.

**Employment History**

**Customer Support Service Agent**

Influx

October 2015-Dec 2015

Responsibilities

* Resolved customer complaints via Zendesk platform.
* Greeted **customers** warmly and ascertained problem or reason for contacting me.
* Assisted with the placement of orders, refunds, or exchanges.
* Used Zendesk platform to reach out to **customers** and verify account information.
* Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

**Committee Secretariat Member**

Pan African Movement-Kenya Chapter

September 2014-May 2015

Responsibilities

* Monitored the production, including writing and editing of a wide array of print.
* Conducted on-line marketing collateral and communication for the Pan African Movement.
* Organized Pan African Dialogues as required by the Pan African Movement-Kenya.
* Sourced for funds to cater for our monthly activities.
* Provided reports to the committee as and when necessary.

Key Achievements

* Successfully organized the 2015 Kenyan Pan African Congress.
* Met all reporting deadlines.

**Project leader**

Enactus

United States International University-Africa, Nairobi

July 2012-July 2013

Responsibilities

* Identified possible sponsorship and project partnership opportunities.
* Utilized the team’s Business Advisory Board when developing strategy and future planning.
* Ensured Projects applied business and economic concepts and entrepreneurial approach.
* Coordinated with other departments as and when it related to the execution of the projects.
* Preparation, consolidation and review of our team members and report writing.

Key Achievements

* The projects are running on a long term basis thus making them sustainable.
* Improved the standard of living and the quality of life of the target groups.
* Successfully linked the projects to investors and new partnership opportunities.
* Represented Kenya during the enactus business competition in Washington, D.C.

**Education Qualifications**

Bachelor of Science in International Business Administration

(Finance and Accounting)

United States International University-Africa, Nairobi

August 2013

O-Levels

K.C.S.E Level Certificate

St. Joseph’s Seminary, Molo

2005-2008

**Skills**

* Innovative and a self starter.
* Able to work well under pressure and meet given deadlines.
* Flexible and adaptable, and a fast learner.
* Have good presentation skills.
* Have good organization and efficiency skills.
* Excellent leadership skills and abilities.
* Have good writing skills relevant to a business set up and tone of speech.
* Have high standards of professionalism.
* High performer with a passion to achieve positive business results.
* Curiosity and desire to learn and expand skill set.
* Flexible, adaptable, and open to change.
* Strong attention to detail ensuring timely follow-up and closure.
* Able to take on ad-hoc assignments and work flexible hours as required.
* Ability to prepare and deliver effective presentations.
* Experience working within a very busy environment where deadlines are clearly defined and must be met.
* Clear, concise and articulate communication skills - verbal, written and listening.

**ICT Skills**

* PowerPoint
* Digital Marketing
* Microsoft Word
* Microsoft Excel
* Microsoft Publisher
* Pastel Accounting

**Awards/Other Achievements**

* Participated at the 2014 Africa Union Youth Pre-Forum to the Third Annual ***High Level Dialogue on Democracy, Human Rights and Governance in Africa*** in Nairobi, Kenya.
* Most valuable Player Male Tennis 2013-United States International University.
* Enactus medal of achievement, October 2012, Washington D.C.

**Interests/Hobbies**

* Reading business journals
* Playing Lawn Tennis
* Wildlife conservation programmes

**Voluntary Work**

Bishop Luigi Locati Children’s Orphanage

May 2013-Aug 2013

**References**

**Sherara Brown**

Human Resource Assistant

Influx

Email: sherara.brown@influx.com

**Virginia Thuku**

Academic Advisor

United States International University of Africa

E-mail: vthuku@usiu.ac.ke

**Paul Katuse**

Professor of Strategic Management

United States International University of Africa

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