

# Curriculum Vitae

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**Kahihu Wamunyu Grace**

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**Nyeri**

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## **CAREER OBJECTIVE**

A result oriented person seeking a challenging position where I can use my excellent customer service skills and education background to ensure the organization effectively achieves its objectives.

## **WORK EXPERIENCE**

### **Branch Manager, Petanns Driving & Computer College**

August 2015 – March 2016

#### **Duties & Responsibilities**

##### **Office Administration**

- ◆ Maintenance of the business premises and ensuring safety of company assets and cleanness of the office.
- ◆ Preparation and overseeing of the branch duty rooster for instructors.
- ◆ Scheduling of driving lessons for clients in a manner that strikes a balance on the part of the school and client satisfaction for the students.
- ◆ Maintenance of the branch attendance register for students

##### **Customer Service and Client management**

- ◆ Handling of all client complains and ensuring they are conclusively addressed.
- ◆ Handling all customer related issues by backing up us office receptionist, answering calls and escalating to the relevant channels for those outside my scope.
- ◆ Follow up with students for outstanding fee balances and negotiating with them an acceptable payment arrangement for those that face difficulties raising the required funds.
- ◆ Booking of exams for the students.
- ◆ On behalf of the students, follow up with the government agencies where driving license take longer than normal to process.
- ◆ Organizing and coordinating with other branches for marketing and promotional activities including the monthly road shows.

# Curriculum Vitae

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## Accounting

- ◆ Maintenance of the branch petty cash
- ◆ Collection of various payments made by clients and ensuring such funds are promptly banked.
- ◆ Maintenance of branch cashbook that includes a clear aging analysis for the outstanding fee balances.
- ◆ Weekly reconciliation of fees paid by different modes; Cash, bank or through mobile banking.
- ◆ Assisting in payroll accounting by computing the working hours for the instructors.

## Achievements

- ◆ The use of excel I introduced helped compute the aging analysis for outstanding fee balances hence expediting the follow up process.
- ◆ Was recognized as the employee of the year in 2015 owing to the reduced customer complaints and cost containment in the branches I served
- ◆ I have on various occasions held fort for instructors by conducting theory driving lessons and computer classes.

## **Intern; Nyeri County Treasury**

August 2013 – November 2013:

### Duties and Responsibilities

- ◆ Data entry
- ◆ Assisting in cheque preparation for sign off
- ◆ Assisting in preparation of balance sheets and income statements
- ◆ Examination of LPOs, government VOTE book.

## **Other Vocational Jobs**

March 2013:Polling/Registration Clerk, IEBC

## **SKILLS**

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- ◆ Proficiency in computers including QuickBooks
- ◆ Strong interpersonal skills; ability to quickly develop rapport with all cadre of employees and clients.
- ◆ Outstanding Communication skills both written and oral
- ◆ Proactive, works well both in teams and alone

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## EDUCATION BACKGROUND

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**2011 – 2015**

**KENYATTA UNIVERSITY**

Bachelor of Commerce (Finance Option)

**2016-2017**

**STAR COLLEGE**

**Completed:** CPA Sec 1

**Expected:** CPA Sec II, June 2017

**2007 –2010**

**GRACELAND GIRLS SCHOOL:**

Kenya Certificate of Secondary Education (KCSE)

Mean Grade B – (Minus)

**1997 –2006**

**KAHETI PRIMARY SCHOOL:**

Kenya Certificate of Primary Education (KCPE)

Mean Grade B – (Minus)

## REFEREES

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**1. Moses Odhiambo Aluoch,**

Senior Lecturer, Department of Accounting & Finance, Kenyatta University

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**2. Albanus M. Malinda,**

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**3. Amos Murimi Kibui**

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