

RANDEL EDEBE

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CAREER SUMMARY

Highly skilled and resourceful Customer service, Administration, sales and marketing professional with a strategic approach towards excellence in operations and service delivery, customer centricity and efficiency in organizations.

Versed with 3 years of work experience spurned across different organizations, I have been involved in implementing systems that have resulted into Value creation, strategic innovations, growth in sales, excellent customer experience alongside profitable and sustainable business relations.

PERSONAL SKILLS & COMPETENCES

- Highly organized with the ability to prioritize and multi-task.
- Exemplary expertise in:
 - Administration and Customer service.
 - Office operations management.
 - Organizational planning and decision support.
 - Customer relationships and conflict management.
 - Records management
 - Digitization and cataloguing for easy retrieval.
 - Computer networking.
 - Data entry.
 - Good knowledge of tracking systems and applications.
- Good time- management skills, excellent communication skills with the ability to work well individually and collaboratively.
- Proficiency in using MS Office applications and ERP Systems.

EDUCATION

2014

**African Institute of Research and Development Studies
Certificate – Computer networking.**

2009 – 2012

**Hermann Gmeiner Secondary School
Kenya Certificate of Secondary Education (K.C.S.E)**

Computer Proficiency:

- MS – Excel & MS – Word.
 - MS – Power Point, MS – Publisher & MS – Access.
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WORK EXPERIENCE

Feb 2021 – To Date

Moi University Learning Resource Centre, INTERNSHIP.

Responsibilities:

- Coordinating school operations and administrative activities securing efficiency and compliance to organization policies and procedures.
- Liaising with staff, students and relevant stakeholders to ensure all institution functions run as planned.
- Ensuring rational utilization of resources and safeguarding organization's assets according to the laid down and approved policies including use of photocopying machines.
- Replenishment of store items by initiating purchase requisitions for items that have reached their reorder levels.
- Interacting with students and staff providing them with administrative support including printing of documents for official use in the library and pay slips for the university staff on time by logging in to the staff portal.
- Helping in photocopying of documents for medical students, stapling documents as well as scanning required medical books for students.

ACHIEVEMENTS

- Contributed to an outstanding service by performing tasks in a effective and efficient manner ensuring value creation.
- Analyzed internal operations and identified areas of process improvement.
- Restructured working procedures to make them more effective.

Sep – Oct 2020

Pioneer Road Safety Tracking Consultants, TRACKING TRAINEE

Responsibilities:

- Monitored and tracked trucks leaving plant and their destinations.
- Recorded information for database in respect to the location and identification of vehicles and destinations.
- Provided on-demand detailed staff and operational reports related to movement of vehicles and related operations.
- Provided administrative support by effectively managing records in a systematic manner.

March – June 2019

Madison Insurance, FINANCIAL ADVISOR / SALES AGENT.

Responsibilities:

- Understood client insurance needs and offered solutions, supported and collaborated with sales team to secure, retain, and grow accounts.
- Delivered approved policies to new clients and explain benefits and risks of the policy.
- Designed and implemented strategic business and marketing plans that expanded organization's customer base.
- Identified emerging markets and market shifts being fully aware of new products and competition status.
- Kept abreast of industry and market trends and best practices.
- Made follow ups on clients saving contributions.

Aug 2018 – Feb 2019

Resolution Insurance, FINANCIAL ADVISOR.

- Advised clients on the insurance policies that best suit their needs
- Customized insurance programs to suit individual clients.
- Ensured achievement of the sales targets while building long-lasting customer relationships.
- Re-assessed the policy needs of existing clients after life-changing events advising them accordingly
- Prepared sales reports, submitted applications, issued quotes and maintained client records.
- Captured and maintained accurate customer account details while updating customer accounts.
- Analyzed market trends to position products.

February 2022 to date

Uasin Gishu County Government, intern

- Assist in service delivery at the county.
- Interacting with heads of departments and all relevant stakeholders to ensure smooth running of office functions.
- Ensure tasks assigned to me are finished on time with less supervision at the workplace.
- Help in proper safe keeping of confidential county documents meant for official use only.
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ACHIEVEMENTS

- Monitored market conditions and trends constantly giving feedback to management for decision making while assisting in implementing strategies that achieved set growth and other performance targets.
- Developed effective working relationships with customers through regular meetings, identifying and obtaining further sales and business development opportunities.

February 1st to date

Shamikel Electronics Limited

I.T. Technician (Monthly salary KSH 8,500)

Responsibilities

- Explaining to customers the different features of laptops and their capabilities.
- Assist in updating sound drivers on desktop pc.
- Assist in rebooting, installation of operating system and basics like MS Office.
- Assist in disk partitioning on the laptop.
- Selling laptops to customers and lecturers.
- Assist in selling computer equipments like mouse, keyboard etc.
- Selling Kaspersky antivirus to customers and explaining the benefits of it to them.
- Assist in explaining the different laptop specifications to potential customers.

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