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| **OBJECTIVE** | |  | | | |  |
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| I am adept at working in a fast-paced environment, committed to exceptional customer care service with the ability to plan and manage diverse customer relations with utmost loyalty and integrity. More so, I am independent, organized and detail-oriented, professional and personable, a quick learner, and flexible in that I can prioritize multiple tasks to meet deadlines and provide quality service. | | | | | |  |
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| **PROFESSIONAL EXPERIENCE** | | |  | | |  |
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| **ONLINE FREELANCER TRANSCRIPTIONIST**  *December 2021- Present* | | | | | |  |
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| * Creating written versions of live proceedings or audio and video recordings to meet clients’ needs * I managed to get promoted to a reviewer after one hour of recording.   **Head of loss control | Society stores (Chuka branch)**  *November 2020 to December 2021*   * Receive, manage and solve loss control issues in the branch in consultation with the society stores branch captain and later report on the same to the loss control operations leader**.** Receive, prepareandsubmit reports daily and finalize weekly reports to be submitted to the headquarters * For one year my branch was the best in all monthly global stock audits as a result of strategic planning and execution of loss control measures   **Loss control personnel | Jatomy Enterprises Ltd (Chuka branch)**  *January 2020 to October 2020*   * Ensuring supplies are of the required quality (no expiries and damages) and quantity. CCTV control room management to observe daily activities of the staff, customers, and suppliers as well as front-end supervision to ensure no shrinkages at the cashiers' section. * Managedto identify and block major loopholes that led to huge losses, this saw the dismissal and arrest of several employees including senior staff.   **General assistant | Jatomy Enterprises Ltd (Chuka branch)**  *May 2019 to January 2020*   * Selling, restocking, and merchandising. The goal was to provide high-class customer service and to increase the company’s growth and revenue through sales maximization. * Being an all-round employee working in the butchery section, deli, bakery, and the retail section I got promoted to loss control position months after joining the enterprise   **Computer teacher | Plasms Digi-Soft computer college.**  *June 2017 to January 2018*   * Teach and facilitate computer instruction components. Prepare lessons and evaluate students’ progress in class and through tests. General school management such as keeping supply inventory, ensuring everything is working properly, and preparing up-to-date financial records among others. * Worked hard not just in teaching but also in marketing and this brought about an increase in student enrolment.   **Tour guide | Kitale Nature Conservancy**  *September 2013 - December 2013*   * Provide full knowledge of conservancy attractions and provide the best possible information to visitors. As well as to ensure an efficient service is given to all customers at all times. * Introduced morning bird watching and evening mammal counting that was widely accepted by other attaches and brought about a culture of the same      |  |  | | --- | --- | | **EDUCATION** |  | |  |   **May 2012 – November 2014**  Diploma in travel and tourism management- Mount Kenya University **February 2008 - 2011** Certificate of Secondary Education - Kavutiri Boys secondary School  **2001- November 2007**  Certificate of Primary Education- Embu Faith springs   |  |  | | --- | --- | | SKILLS |  | |  |   Office administration and management, Office reception, Office supplies management, Secretarial work, Exceptional customer service, Team player, organized, detail-oriented, multitasking, good communication skills, Document, and archive management, Driving license Class B, C, E, Meeting preparation, and Spread sheet preparation, and editing.   |  |  | | --- | --- | | **LANGUAGES** |  | |  |   English, Kiswahili, and French   |  |  | | --- | --- | | **TRAINING** |  | |  |   December 2020- Occupational health and safety October 2016- Youth procurement summit  November 2015- BCE driving training at AA driving school Embu branch June 2012- Entrepreneurship May 2012- July 2012 computer application   |  |  | | --- | --- | | **REFEREES** |  | |  |   Mr. Moses Mugendi Manager- Society Stores Chuka branch Telephone, +25494343707  Mr. John Njoroge  Manager- Society Store Chuka branch Telephone, +254711912006  Mr. Peter Mwangi Human Resource Manager- Jatomy Enterprises ltd Telephone, +254700465716 | | | | | |  |