

CURRICULUM VITAE

Allan Apamo

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"I'm a hard worker and quick learner. I put a lot of pride and integrity in my work. I always give my level best towards my work to obtain maximum results and to surpass company's expectation. I will be a very great asset to your esteemed company".



OBJECTIVE

Efficient at Managing and Directing Operations

SKILLS AND QUALIFICATIONS

- A self-motivated employee received Customer Service of the Year award for year 2010 at Artstop print.
- Results-oriented with positive attitude, received High Commendation Award for achieving exceptional sales at Kenyatta conference centre in Nairobi Kenya.
- An unwavering customer service commitment with over 13 years extensive work experience in Customer Service role.
- Ability to establish rapport with other employee and proven team player with over 13 years of work experience, in multicultural environment.
- Excellent interpersonal communication and reflective listening skill.
- Proven ability to manage a high volume workload in a calm and constructive manner.
- Diploma Graduate.
- Fluent in oral and written English communication.

EXPERIENCE

Satrim Enterprises - Kenya

Operations Manager
May 2011 - to Date

OPERATIONS MANAGER

- Responsible for meeting budgetary and sales targets through motivating and developing staff, consistently achieving and surpassing Key Performance Indicators
- Reporting to the Retail Operations Manager with responsibility for operational and people (320) management within 6 stores
- Controlling management accounts with attention to essential criteria for net profit, including sales, shrinkage, wages, write-off, cash control and store expenditure
- Monitoring and controlling store compliance in all areas, including customer care, effective planning, staff training and development, organisation and time management
- Supporting management and staff to help create their own successful and productive team and become effective team leaders
- Maximising every sales opportunity by promoting the highest standards of customer care and recognising potential development and training opportunities
- Communicating daily with Customer Support Centre functions - Buying, Retail, Finance & Distribution – to ensure effective control and operation of all areas
- Reviewing and evaluating weekly KPI achievement and producing an end of week spreadsheet
- Supporting and coaching Area Managers to reach their full potential

Artstop print – Kenya
Customer service manager
2004 to 2010

CUSTOMER SERVICES MANAGER

- Reporting to the Director of service quality, primarily responsible for 16,000 internal customers and all external customers
- Maintaining the Service Quality Customer Service Standards Library for the department
- Developing a CD ROM training programme to be used in all stores, in line with customer service strategy
- Managing and developing stores' monthly incentive programme and cost justifying
- Supervising, motivating and developing team reward and recognition programmes
- Handling and swiftly resolving customer complaints in a professional and effective manner
- Creating and introducing in-store customer awareness and feedback forms with most useful results

Customer sales representative
Budget Rent – a Car (K) Ltd
Aug 1996 – Sept 1998

- As customer sales representative responsible for the reservations and hiring of vehicle fleet, including all financial matters, ensuring vehicle safety and quality inspection, hence total customer satisfaction.

Clerical Assistant
Going places Tours & Travel Ltd
June – Aug 1996

- As a clerical Assistant, responsible for managing the paper flow and following on pending contracts with clients, filling and maintenance of tour updates.

EDUCATION

Africa Nazarene University
April 2011 to 2013

: **Diploma in Education**

Aug 1996

: **International Training Seminar – Budget Rent a car**

International Training
Certificate in Telephone Techniques and
Customer services skill

July – Dec 1995

: **Skyways College**

Certificate in Travel Operations

Jan – Dec 1995

: Certificate **DE FIN DE PREMIER DEGREE IN Alliance Francaise**

Personal Details

Nationality: Kenyan
Language: English, Kiswahili
Marital Status: Married

Reference

Can be furnished upon request.

