

SHEILLAH TAMNAI

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OBJECTIVE

To be an oriented customer service professional possessing with a proven track of record in building long term relationships with clients and ensuring that value is provided to their satisfaction.

PERSONAL DETAILS

- Date of Birth : 09/11/1993
- Marital Status : Married
- Nationality : Kenyan
- Administrative Assistant, Customer support, Virtual Assistant :

SKILLS

- Salesforce CRM
- Appointment setting
- Lead generation
- Web research
- Cold calling
- Marketing
- Ms Word
- Public relation
- Ms Excel
- Administrative skills

EDUCATION

2016	Moi University Bsc Communication and Public Relations Second class
2011	Aberdeen College Certificate in Ms Application Distinction
2010	Singore Girls Secondary High school Diploma B+

EXPERIENCE

12/08/2021

- Date

Yellow Pages Kenya

Key Account Executive

Key Responsibilities:

Customer Relationship Management:

- Ensured that customers are contacted where required and the customer improvement programs related to your assigned sector/customers are completed in time.
- Maintained a high level of customer satisfaction through timely and successful delivery of our solutions according to customer needs as well as timely resolution of customer after sales issues / conflicts.
- Ensured that all customers are constantly engaged as required.

Business Development:

- Met and exceeded targets by developing long-term relationships within the targeted customers and by identifying up selling and cross-selling opportunities within existing accounts.
- Managed contract renewals and proposal responses. Developed and delivered unsolicited renewal proposals with clearly articulated value propositions to the customers.

Sales & Revenue growth:

- Managed and worked with the expanded TKL team to provide overall account strategy and direction regarding; opportunity risk assessment, recommendations and implementing planned contingencies.
- Ensured all accounts receivables are collected at the agreed time and the distributors operated within approved limits, and credit appraisal.
- Identified changes in payment patterns and proposed action to avert indebtedness.
- Managed the accounts reconciliation, ensuring prompt settlement, accelerating dispute resolution and debt collection.
- Handled disputed bills and negotiate to bring payment within the agreed terms.
- Ensured overall revenue growth within target market list through churn reduction

18/02/2020

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18/02/2021

Nandi North Dcc

Administrative Assistant

- 1.Receiving and welcoming visitors
- 2.Processing Birth and death application forms
- 3.Receiving and recording returns for applications to the registers
- 4.Conducting outreach programs to sensitize on civil registration services
- 5.Printing, photocopying scanning office documents
- 6.Compiling reports for monthly returns from the sub-county hospitals

12/03/2019

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30/10/2019

O play Kenya

Customer service Specialist

- 1.Conducting customer education programs on financial literacy
- 2.Conducting market research on the companies products and advising the management appropriately.
- 3.Resolving complaints from clients
- 4.Advising the management in times of crisis.
- 5.Negotiating for date of payments from outstanding debts by clients
- 6.Conducting financial literacy programs to the customers

07/06/2018

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25/02/2019

Unicaf

Business Development Executive

- 1.Contacting assigned leads to take them through the qualifications process of the undergraduate and postgraduate programs for Unicaf Universities and USW
- 2.Setting appointments with applicants to follow up on important admission documents
- 3.Resolving to complaints by forwarding concerns from applicants and students to various departments.
- 4.Conversion of leads to registration to meet the assigned KPIs.
5. Advising the management in times of crisis

REFERENCE

- **Margaret Ndwiga - "Unicaf"**
Supervisor

- **Melody kamau - "O plau"**

Supervisor
0790990129

- **Wesley Abuya - "UGCA"**

Hansard Editor
0708758830