

JOSEPH ANDREW ILADO

Bachelor in Business Administration Management

Nairobi, Kenya

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PROFESSIONAL SUMMARY

Dynamic and detail-oriented Accounting and Finance professional with a strong background in managing financial transactions, customer support, and driving organizational growth. Experienced in financial planning, customer service, and sales, with a proven track record of enhancing operational efficiencies and boosting sales. Adept at handling complex financial and customer issues with professionalism.

CORE COMPETENCIES

- Budgeting and financial forecasting
- Customer support and complaint resolution
- Expenditure alignment with organizational objectives
- Journal entry posting and processing
- Accounts receivable and payable management
- Financial statement preparation (balance sheets, income statements)
- Expense review for cost-saving opportunities
- Upselling, cross-selling, and sales performance enhancement
- Performance analysis and variance investigation
- Reporting (weekly, monthly, quarterly)

PROFESSIONAL EXPERIENCE

Animet Ltd

Online Support Specialist and Sales

July 2024 – Present | Nairobi County, Kenya (Hybrid)

- Assist customers with product inquiries, sizing guidance, and uniform options via calls, chats, and emails, ensuring accurate and prompt responses.
- Manage order processing, including tracking deliveries and resolving payment issues to ensure customer satisfaction.
- Address and resolve complaints related to product quality, delays, or incorrect shipments, ensuring timely and professional resolutions.
- Handle returns and exchanges, ensuring the correct products or refunds are provided without delays.
- Coordinate with the inventory team to update customers on stock availability and manage backorders.
- Upsell and cross-sell products, recommending accessories and additional items to enhance the customer experience and boost sales.

Key Achievements:

- Improved customer retention through efficient handling of inquiries and complaints.
- Streamlined order processing and minimized delays, enhancing overall operational efficiency.
- Boosted sales through effective product recommendations and handling of customer objections.
- Gathered valuable customer feedback, contributing to continuous improvement of products and services.

Apollo Agriculture

Telesales Agent and Customer Experience Representative

January 2023 – Present

- Conduct telesales and convert prospective clients while resolving customer complaints.
- Handle inbound inquiries from farmers, ensuring accurate documentation and follow-up.
- Provide product and service information to clients, adhering to company policies.
- Troubleshoot mobile app issues, offering first-level resolutions.

Mini Market Attendant

Sales Attendant/Accountant/Manager/Store Keeper

September 2022 – November 2023

- Organized and labeled goods on display shelves, enhancing customer experience.
- Processed customer payments and resolved price discrepancies through periodic audits.
- Addressed customer inquiries and complaints, maintaining high service standards.

Independent Electoral and Boundaries Commission (IEBC)

Deputy Presiding Officer

August 2022

- Trained polling clerks on counting and tallying procedures.
- Managed the voting process efficiently and effectively, including results delivery to national tallying centers.

Nairobi City County – Physical Planning, Lands & Housing Department

Accountant (Attachment)

June 2021 – December 2021

- Verified the accuracy of invoices and accounting documents.
- Updated transactions in the Integrated Financial Management Information System (IFMIS).
- Compiled data for financial reports and identified discrepancies in accounting records for resolution.

- Conducted investigations into questionable transactions and verified bank slip details.

EDUCATION

Bachelor in Business Administration Management

St. Paul's University, Limuru

August 2018 – November 2022

(Second Class Upper Division)

Kenya Certificate of Secondary Education (KCSE)

Kakamega High School

January 2014 – November 2017

TECHNICAL SKILLS

- **Integrated Financial Management Information System (IFMIS):** Proficient in managing and processing financial transactions using IFMIS, including payments, reconciliations, and data entry.
- **Customer Relationship Management (CRM) Tools:** Skilled in using CRM systems to manage customer inquiries, process orders, and track interactions efficiently.
- **Order Processing and Inventory Management:** Experienced in tracking customer orders, coordinating with inventory teams, and ensuring accurate order fulfillment and stock updates.
- **Data Analysis and Reporting:** Proficient in analyzing financial records and performance metrics, preparing reports, and investigating discrepancies to support executive decision-making.

REFERENCES

1. **Stephen Mafura**
Departmental Accountant, PPLH City Hall
Tel: (+254) 722 308588
2. **Vivian Mavua**
Accountant, Nairobi City County
Tel: (+254) 714 897229
3. **Everline Atyang**
Owner, Mini Market
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4. **Francis Kimaru**
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