
GRACE WARENGA THIONG'O.

Mobile Number: +254 711 891 241 **Skype ID:** Grace Thiong'o **Email:** gracewarenga23@gmail.com

FINANCE | ADMINISTRATION | ACCOUNTING.

Polished, professional accountant and finance officer with over 3 years of experience offering:

- ✦ Proven experience providing business and customer support in busy environments for public, the financial sector and employers in the private industry.
- ✦ An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- ✦ Strategic-relationship and partnership-building skills—listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.

KEY SKILLS.

- ✦ Proficiency in QuickBooks.
- ✦ Reconciliation Expert.
- ✦ Customer Service skills.
- ✦ Microsoft Office Proficient.
- ✦ Innovative.
- ✦ Elementary proficiency in speaking & writing French.

KEY CONTRIBUTIONS.

- ✦ Improved paperwork processing time by 50% at Metropol Corporation Limited (CRB) by streamlining submission processes of documents to other departments.
- ✦ Booked sales meetings for prospective clients and exceeded goal in every month employed at Safaricom and Vaseline Oil products.
- ✦ As an Intern at the Institute of Certified Public Accountants (Kenya), I helped to increase month on month debt collection from less than Kes.1,000,000 per month to over Kes. 5,000,000 by the time my internship ended.

WORK EXPERIENCE.

July 2020 – Ongoing Crystal Frozen And Chilled Foods Ltd.

Position: Accountant.

Responsibilities:

1. Payment processing

- ✦ Reviewing supplier payment requests and ensuring supporting documents such as remittance on payment requests.
- ✦ Ensure timely bank payments by reminding the customers/clients via text or email upon the agreed stipulated time of paying.
- ✦ Support monitoring of Accounts Receivables i.e ensuring that you come up with a credit policy that suits both you and the customer.
- ✦ Follow up with suppliers to ensure goods/product are available in time before stock out and ensuring the payment period is maintained.
- ✦ Invoicing clients the right quotation and sending them on time to facilitate prompt payment.
- ✦ Act as a bank agent and ensure that all electronic payments are uploaded to the relevant bank accounts for review and approval by signatories.

2. Cash flow Management

- ✦ Handle monthly, quarterly and annual closings by balancing out the books to assist in preparation for the audit.
- ✦ Assist in preparing and supporting cash transactions and source documents i.e. cheques, receipts, bills, invoices etc.
- ✦ Reconcile accounts payable and receivable to find out what your customers owe you and to help the company stay afloat.
- ✦ Manage balance sheets and profit/loss statements i.e. tracking the revenue and expenses of the company to show whether the company is making or losing money.
- ✦ Preparation of a sales summary of the month and ensuring all credit notes have been created and sent to the customer to facilitate prompt payment.

3. Compliance and Audit

- ✦ Audit financial transactions and documents by reviewing internal control systems, record keeping policies, reviewing tax returns etc.
- ✦ Reinforce financial data confidentiality and conduct database backups when necessary.
- ✦ Comply with and foster adherence to financial policies and regulations of the company.
- ✦ Publish financial statements in time to provide ample time for informed decision making.
- ✦ Preparation of periodic internal and statutory reports.
- ✦ Assist in administrative duties upon authority such as participating in meetings, receiving and serving customers, receiving and making of calls to customers and suppliers.
- ✦ Participation in stock take.

4. Documentation

- ✦ Collect, file, and organize essential company's documentation i.e financial report, important email communications, receipts, LPO's, GRN's and credit notes.
- ✦ Ensure the financial management filing system is maintained and all documentation is properly (both soft and hard copies) filed
- ✦ Record keeping of customers invoices and receipts is properly filed and safely stored.
- ✦ Filing of petty cash vouchers

July 2018 – Dec 2018 Metropol Corporation Ltd (CRB).

Position: Finance assistant.

Responsibilities:

- ✦ Executed adequate and timely collection and instigated recovery activities in order to minimize risk costs and optimize returns for our clients.
- ✦ Investigated payment arrears in client's portfolio and code debtor appropriately in order to determine collection process steps going forward.
- ✦ Communicated with debtors by telephone and in writing to manage debtors and arrears process.
- ✦ Recorded debtor and arrears history in order to ensure a complete file as a sound basis for decision making during collection / recovery.
- ✦ Negotiate payments while continuing to build a positive relationship with customers.
- ✦ Review and register the completeness of documents received from the field and report on any omissions/missing documentation.
- ✦ Review adjustment Journals to ensure accurateness.

Jan 2017 – Nov 2017 Gilchery Skip-Trace Ltd

Position: Debt Collector.

Responsibilities:

- ✦ Successfully cultivated strategic business relationships with other company divisions to uncover cross selling opportunities resulting in an increase in product presentations.
- ✦ Demonstrated best practices for account management, service execution, middle and back office resulting in streamlining client operational workflow.
- ✦ Performed aging analysis and supplier reconciliation
- ✦ Send weekly and monthly reminders to defaulters on payment.
- ✦ Generated account leads organically, as well as through customer referrals, internet research, and cold calling for various companies.
- ✦ Uncovered prospect pain points and needs to penetrate accounts, in order to deliver value propositions on the phone effectively, for the sake of establishing next step appointments and follow up calls.

OTHER EMPLOYMENT EXPERIENCE.

Aug 2016 - Dec 2016	Intern (Credit Control), ICPAK.
Jan 2016	Direct Sales Representative, Safaricom & Vaseline Oil Products.

EDUCATION.

Ongoing	Alliance Française, A1 (Beginner)
2021	Bachelor of Commerce (Finance), KCA University.
2018	CCP Section 5, Royal Business School.

REFEREES.

Ms. Catherine Mwangi, Credit Controller, Metropol Corporation Ltd. Tel: 0728 619 270	Ms. Esther Mwangi, Credit Controller, ICPAK. Tel: 0721 355 836	Ms.Emily Mboone, Finance Manager, Crystal Frozen & chilled foods ltd. Tel: 0717 978 313
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