

RAPHAEL MBURIA KANINI

Dynamic and dedicated Bachelor of Arts in Communication Studies graduate with a proven track record in newswriting, reporting, and multimedia content creation. Possess strong customer service experience, maintaining high customer satisfaction through effective communication and problem-solving. Recognized for exceptional organizational and communication skills, with a demonstrated ability to enhance customer loyalty and satisfaction. Proven ability to manage multiple projects effectively, with a commitment to delivering high-quality content and supporting organizational goals. Seeking to leverage my expertise in a challenging role that offers opportunities for growth and impact.

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SKILLS

Client Support	Corporate Communications	Conflict and Complaint Resolution	Customer Relationship Management Skills
Interpersonal and Leadership Skills	News Gathering	Interview Skills	Journalism
Oral and Written Communication	Professionalism	Public Relations	Record Keeping and Archiving
Strong Presentation and Reporting Skills	Strong Work Ethic	Training and Development	

TECHNICAL SKILLS

Administrative Skills:	Organizational skills, Time management, Record-Keeping, Typing, Equipment handling, Research skills, Telephone Etiquette.	Ms Office Suite:	Ms Word, Ms PowerPoint, Ms Excel, Outlook
Video Editing:	Adobe Premiere Pro		

EDUCATION

Bachelor of Arts Communication Studies Presbyterian University of East Africa

2020 - 2023

Second class upper division

Kenya Certificate of Secondary Education Mutige Boys' High School

2015 - 2019

WORK EXPERIENCE

Customer Service and Sales Executive Safaricom Dealer Shop

2024 - Present

- Providing exceptional customer support by addressing inquiries, resolving issues, and ensuring customer satisfaction through multiple channels including phone, email, and live chat.
- Managing customer complaints and escalations, ensuring timely resolution and maintaining a high level of customer satisfaction.
- Demonstrating in-depth knowledge of company products and services, effectively communicating benefits and features to customers.
- Achieving and exceeding sales targets by identifying and pursuing new sales opportunities through various channels.
- Conducting sales presentations and product demonstrations to potential clients, effectively highlighting key features and benefits.
- Collaborating with marketing and product teams to create effective sales campaigns and promotions.

WORK EXPERIENCE

Journalist

FREE PRESS PUBLISHERS - KENYA UNION OF POST PRIMARY EDUCATION TEACHERS

03/2023 - 10/2023

- Authored and published a series of insightful articles in "The Mentor," a quarterly magazine for KUPPET, enhancing the publication's content quality and readership engagement.
- Successfully completed comprehensive book indexing projects for Free Press Publishers, ensuring accurate and user-friendly references that improved the accessibility and value of their publications.
- Conducted in-depth research and interviews for multiple manuscripts, providing valuable content and insights that contributed to the development of well-informed and compelling books.

Multimedia Professional

PUEA Media

2021 - 2022

- Delivered timely and impactful news articles and reports on weekdays and Saturdays, ensuring comprehensive coverage of events and stories for the publication.
- Operated cameras proficiently for both videography and photography projects, capturing high-quality visuals that significantly enhanced the overall storytelling and presentation.
- Served as the official school photographer in 2021, documenting key events and moments, resulting in a well-curated visual archive for the institution.

TRAINING

Attended a course offered by Ajira which is funded by the ministry of ICT.

PROJECTS

IMPACT OF ONLINE LEARNING ON STUDENT ACADEMIC PERFORMANCE, A CASE STUDY OF THE PRESBYTERIAN UNIVERSITY OF EAST AFRICA

INTERESTS

Community Development

Corporate Social Responsibility Participation

Events Management

Networking

Photography

Public Relations

REFERENCES

MADAM SUSAN KUNGU, HoD - Communication Department, The Presbyterian University of East Africa.

Contact : kungu.susan@puea.ac.ke - 0722491961

MR. EVANS JUMA, Studio Technician, Presbyterian University of East Africa Media.

Contact : juma@puea.ac.ke - 0711646533

JOHN ONYANDO, Manager, Director - Free Press Publishers, Kenya Union of Post Primary Education Teachers (KUPPET).

Contact : 0734916745