

JOYCE CHEPTARUS GONGAI

Eldoret, Kenya

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PROFESSIONAL PROFILE

Business Development Services (BDS) practitioner with a background in accounting, office administration, and MSME support. Experienced in business training, coaching, mentoring, bookkeeping, customer service, and financial advisory. SIYB-ILO Certified Trainer with hands-on experience facilitating youth training under the NYOTA Programme in Siaya County and Uasindegishu county.

KEY COMPETENCIES

- Office Administration
- Bookkeeping & Financial Reporting
- Business Training & Facilitation
- Customer Service
- MS Office, QuickBooks & Sage
- Records Management
- Communication & Teamwork

PROFESSIONAL EXPERIENCE

Accountant / Business Support Officer- Better Choice Supermarket, Eldoret

- Provided financial management and business advisory support.
- Prepared budgets, financial reports and cash flow analyses.
- Supported bookkeeping and administrative functions.
- Advised management on cost control and profitability.

SIYB-ILO Certified Trainer - NYOTA Programme, Siaya County (One-Month Assignment)

- Facilitated Social and Emotional Skills Development training for youth.
- Delivered entrepreneurship training using the ILO Start and Improve Your Business (SIYB) methodology.
- Mentored participants on financial literacy, business planning, communication, teamwork and problem-solving.
- Prepared training records and supported programme implementation.

EDUCATION & PROFESSIONAL QUALIFICATIONS

- CPA Part III (2021)
- CPA Part II (2019)
- CPA Part I (2014)
- ATC I & II
- KCSE

CERTIFICATIONS & SKILLS

QuickBooks | Advanced Excel | Digital Marketing | SIYB-ILO Certified Trainer

REFEREES

Proided upon request.