

CURRICULUM VITAE

Mumia Jacquelyne Oyiela

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PERSONAL PROFILE

I am a business Development service trainer and a facilitator with sharp training skills. I am a Start and Improve your Business certified (SYIB). Having worked with various organizations and specifically on core business skills training. I am able to analyze business, established credit worthiness, monitor and support business meet their financial obligations. I have 1 year experience as a call center agent representative whereby customer relationship was a priority in my line of work.

- Fluent in English, Kiswahili and Luhya
- Ability to do many entries as possible
- Knowledgeable and experience in computer skills and entrepreneurial skills

CAREER OBJECTIVE

To be part of professional Entrepreneur and good business skills, computer literate and good team player in a good and challenging environment where i can make full use of my ability.

KEY COMPETENCE

- Efficiency and time management
- Problem solving
- Detail oriented

- Hardworking and responsible

PERSONAL ATTRIBUTE

- Very good communication and interpersonal skills.
- Honest
- Diligent
- Goal oriented

SKILLS:

- Leadership and coaching
- Lesson planning and material preparation
- Online instruction and mentoring
- Student engagement and advisory
- Customer relationship services.

CAREER STRENGTH:

- Leadership and organizing skills
- Self motivated and active
- A team player under minimum supervision
- Good communication skills and interactive.

WORK EXPERIENCE

3rd August- 23rd August

Social Emotional Skills Development. (Uasin Gishu County, Soy Constituency).

Position: Trainer

Responsibilities:

- Training the youths on Emotional social skills
- Trained the youths on generating a business idea.
- Training the youths on financial literacy and marketing
- Training the youths on the importance of leadership and team work.

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2nd March- 30th March SESD

Social Emotional Skills Development.(Siaya County, Gem Constituency)

Position: Centre Manager

Responsibilities:

- Manage attendance records, training materials and logistics.
- Ensure alignment with program goals and expectations.
- Handle participants concerns, conflicts and emotional challenges.
- Ensure sessions follow approved curriculum.

26thNov -29th Nov NYOTA National Youth Opportunities Towards Advancement.(Nairobi county)

Position:Trainer

Responsibilities:

- Training the youths on Emotional social skills
- Trained the youths on generating a business idea.

- Training the youths on financial literacy and marketing
- Training the youths on the importance of leadership and team work.

14th Nov- 17th Nov: NYOTA National Youth Opportunities Towards Advancement. (Machakos county)

Position: Trainer

Responsibilities:

- Training the youths on Emotional social skills
- Trained the youths on generating a business idea.
- Training the youths on financial literacy and marketing
- Training the youths on the importance of leadership and team work.

13thOct 2025 - 15thOct 2025 :SIYB Africa

Position: Trainer/ Mentor

Responsibilities:

- To build an online presence for the returnees.
- Helping the returnees commercialize online.
- Adapting business process.
- Follow up by calls to ensure that the participants are able to implement in their business.

AREAS OF DELIVERY:

- The participants were able to create and improve a business profile that is visible and easy to find.
- Participants were able to prepare and publish at least 3 products or service with clear photos and price.

- Participants were able to write and post a promotional message with a call of action.

Participants were able to create a weekly posting schedule for consistency visibility.

Participants were able to apply or activate a digital payment method for their business.

Nov2024-Nov 2025 :Call Center International Kenya

POSITION :Customer service agent

RESPONSIBILITIES:

- Effective handling customer interactions.
- Respond to the customers queries and resolving issues.
- Providing excellent customer service

Nov2023-Aug2024 : KUDHEHA,Nairobi,Kenya

Kenya Union Of

Domestic, Hotels,Educational Institutions ,Hospitals and Allied workers in partnership with better regional migration management.

POSITION : Trainer/ Mentor

Trained returnees on Generating Your Business idea (GYB)and Start Your Business(SYB)

RESPONSIBILITIES:

- Training the returnees on business development skills
- Helping the returnees come up with an idea list then narrow it to one
- Taking them through the contents of a business plan

- Evaluate and assess the returnees potential and the progress during and after the training.

AREAS OF DELIVERY

- Financial literacy and investment planning
- Marketing plan precisely the 7ps of marketing and research
- Developing and implementing the business plan
- Digital marketing

ACHIEVEMENT:

- We were able to achieve our objective of empowering the returnees to consider entrepreneurship instead of seeking employment.
- Positive feedback on the training program from the organization and the participants.
- Developing training materials for the participants.

OCT 2022-MAR 2023: Panafrican Center for Strategic Development (CSD),
Young Africa Works Program

POSITION: Trainer/Mentor

COUNTY: Nandi, Kapsabet

PROGRAM: Business Development Services(BDS)

RESPONSIBILITIES:

- Analyzing and visualizing (msmes)businesses using a business model canvas tool.(BMC)
- Finding the gaps and helping them close the gaps in their businesses.
- Evaluate the effectiveness of training initiatives by tracking participant progress and gathering feedback for continuous improvement.

- Provide one on one mentoring to help individuals reach their potential within the organization.

AREAS OF DELIVERY:

- Financial planning and resource allocation
- Customer relationship management
- Marketing and sales tactics
- Digital marketing.

ACHIEVEMENTS:

- Successful implementation of digital marketing
- Contributed to the growth and success of mentees businesses
- Coaching youths on different business modules eg GYB,SIYB, funding business and entrepreneurial skills
- Making calls on follow up with youths how business how business is ongoing.

2008 OCT- 2020 DEC: JAGIM TRADERS NAIROBI.

POSITION: Sales representative

COUNTY: Nairobi

RESPONSIBILITIES:

- Marketing of the beauty products in the firm and online marketing.
- Taking records of the stock and arranging the stock .
- Keeping important records in the shop such as cash transaction, sales records and cost records.

EDUCATION BACKGROUND

- Certified ILO's Start and Improve Your Business (SIYB) -2023
- Certified ILO's Women in Digital Business(WIDB) Mar-2024
- Certified Coach by Disaster Ready.Org - Aug 2024
- Certified Personal Safety and Security by Disaster Ready. Org - Aug 2024

Diploma in Business Administration(ICM)-2015-2017

Maasai Girls secondary school Narok 2002

HOBBIES:

- Reading novels
- Travelling

REFERENCE:

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