



FIONA MAUNGU



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English
Swahili

PROFESSIONAL SUMMARY

Hard working, results-driven, accounting professional with experience in Big 4 auditing looking to explore new fields. Proficient in accounting standards and GAAP principles. Advanced skills in excel functions and word. Ability to work and deliver results under pressure.

SKILLS

- ✓ Financial analysis
- ✓ Risk assessment
- ✓ Internal controls
- ✓ Strategic Planning
- ✓ Data analysis
- ✓ Analytical skills
- ✓ Client Relationship Management
- ✓ Financial accounting

WORK EXPERIENCE

Deloitte Limited, East Africa

Senior Audit Associate | September, 2023 - Present

- Perform financial audits on a diverse range of clients, ensuring compliance with financial reporting standards requirements, achieving an accuracy rate of 90%
- Provide on the job training and coaching to junior associates, which boosted audit quality scores by 29% and improved work satisfaction by 21%
- Examine the accuracy of documents and journal entries by reviewing financial and accounting entries, I was able to detect a material misstatement amounting to 40million which was corrected
- Test the effectiveness of internal control, by completing walk throughs of potentially high risk departments, successfully reduced risk of deficiencies in internal controls by 30%.
- Analyze financial data to identify trends, variances and opportunities for improvements, resulting in actionable recommendations for clients
- Designed 2 auditing internal controls, identified deficiencies in payroll internal control and came up with 2 auditing internal controls, which were 95% implemented by management.

Deloitte Limited, East Africa

Audit Associate | July, 2022 - August, 2023

- Collaborated with other teams and specialists to manage a variety of audits, adapt processes and consult where appropriate, which led to improved audit quality by 67%
- Developed and implement improved audit strategies to align with current legislation, this reduced audit time by 74% compared to previous year
- Reported audit findings and make recommendations that led to improvement in operations by 30% and reduction in costs by 46%
- Performed inventory counts and year end analysis on 10,000+ stock items for different clients
- Performed substantive analytical procedures over significant financial statements accounts, including public listed companies, achieved desired goals and objectives by 85%
- Maintain good client relationships and foster a collaborative working environment, helped retain clients by 98%

Kenya Revenue Authority

Revenue Collection Officer | Jan, 2021- June, 2022

- Sent out invoices to over 500+ companies, informing them of their tax obligations, and arranging payment plans where necessary
- Collected revenue from over 500 companies, amounting to ksh 4 million.
- Conducted follow ups when taxpayers fail to send returns or missed deadlines, this involved making phone calls and resulted in increased revenue collection by 40%
- Performed enforcement exercises on defaulters, resulting to revenue recovery by 57%
- Achieved monthly revenue targets, being among the top 5 monthly revenue collection officers
- Organized public awareness meetings, sensitizing the public on any changes in regards to county revenue policies

Call Centre International (CCI) Kenya

Call Centre Representative | Jan, 2020 - Dec, 2020

- Responded to an average of 80 to 100 telephone calls/chats per day from a diverse range of customers
- Handled customer complaints, discrepancies, requests and inquiries. Inquiries include: billing, new account set up, home service requests, troubleshooting, pricing tiers, technical IT support, credit card payments and adjustments to customer accounts
- Managed the customer conflicts and challenging situations and as needed reporting/escalating issues through the appropriate channels
- Researched and resolved an average of 900 inquiries in any given week and consistently met performance benchmarks in all areas (speed, duration of calls, limited supervisory escalation, availability, accuracy and volume
- Achieved weekly rating score targets, being among the top 10 weekly highly rated representatives

EDUCATION

2022 - Present date | Strathmore Business School

ACCA Qualification - Currently in Applied Skills Level

2016 - 2021 | University of Nairobi

Bachelor of Economics- Second Class Honors, Upper Division

REFEREES

Majune Kraido Socrates

Lecturer, University of Nairobi
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