



JAMES BICHANG'A

+97455093597 | jamesbichanga@gmail.com

CAREER PROFILE

Reliable and hardworking professional with experience in customer service, warehouse operations, cash handling, and security services. Holds an Accounting Technician Diploma with practical skills in record keeping, basic accounting, and computer skills, including MS Office and accounting software (Excel, QuickBooks, Sage Pastel). A team player and a fast learner.

KEY SKILLS:

- Customer Service & Client Support
- Record Keeping & Basic Accounting
- Accounting Software: QuickBooks, Sage Pastel
- Computer Skills: Word, PowerPoint, Excel
- Warehouse Operations & Stock Handling
- Security Support, Access Control & Monitoring
- Workplace Safety & Compliance

EXPERIENCE:

- **European Guarding & Security Services Co., Qatar** March, 2021 - Todate
Security Guard
 - Support daily operations by monitoring areas, assisting staff, and following site procedures.
 - Control access points and guide visitors, contractors, and staff as required.
 - Observe, report, and document incidents, activities, and daily operations accurately.
 - Assist maintenance and service teams during inspections and scheduled works.
 - Maintain logs and reports in a clear and professional manner.
- **Landmark Group LLC, UAE.** January, 2019 - April, 2020
Warehouse Assistant
 - Assisted with picking, packing, and dispatch of goods.
 - Checked items for accuracy and proper labeling.
 - Supported stock counts and basic inventory updates.
 - Maintained cleanliness, safety, and order within the work area.
- **Turkeys Supermarket Ltd, Kenya.** October, 2009 - August, 2017
Cashier.
 - Processed high-volume customer transactions accurately using POS systems, handling cash, M-Pesa, cards, and issuing receipts.
 - Delivered excellent customer service by greeting shoppers and resolving queries.
 - Balanced cash drawers daily, reconciled sales, and prepared deposits.
 - Maintained transaction accuracy and loss prevention by verifying prices.

EDUCATION:

- **Accounting technician Diploma** 2012 - 2014
Nairobi Institute of Business Studies

ADDITIONAL CERTIFICATES

- **Certificate in Computerized Accountancy – 2014.**
Nairobi Institute of Business Studies, Kenya
- **Computer Application Packages; September–December–2014.**
African Institute of Research and Development Studies, Kenya