02 Master CV template

Your CV has one purpose: to get you invited to an interview. A recruiter in Kenya may receive hundreds of applications for one advert, and many spend less than a minute on a first look. A clean, honest, easy-to-scan CV beats a long, decorated one every time.

Length guidance

- **Entry level (fresh graduate, 0 to 2 years' experience):** 1 page is ideal, 2 pages is the maximum.
- **Mid-level (3 years and above):** 2 pages. Go to a third page only if a government or specialist advert asks for full details.
- Use one simple font, size 11 or 12, with clear headings. No photos, no colourful graphics, no tables that break when opened on a phone.
- Save and send as PDF unless the advert asks for Word. Name the file clearly, for example "Wanjiku Mwangi CV.pdf", not "CV final final 2.pdf".

The template

Copy the layout below. The short notes after the template explain each section.

[YOUR FULL NAME]
[Town or City], Kenya | +254 [7XX XXX XXX] | [your.name@example.com]
[Optional: LinkedIn profile link]

PROFESSIONAL PROFILE
[2 to 4 lines. Who you are, what you are good at, and what you want next. Example: A Bachelor of Commerce (Finance) graduate from [University] with 12 months' experience in customer service and cash handling at a SACCO. Accurate, friendly and comfortable with numbers. Seeking a customer service or teller role in a growing bank.]

KEY SKILLS
[Skill 1, for example Customer service and complaint handling]
[Skill 2, for example Cash handling and daily reconciliation]
[Skill 3, for example Microsoft Excel (pivot tables, VLOOKUP)]
[Skill 4, for example Report writing]
[Skill 5, for example Fluent English and Kiswahili, conversational Dholuo]

WORK EXPERIENCE (most recent first)
[Job Title], [Organisation Name], [Town] | [Month Year] to [Month Year or Present]
- [Achievement or duty, starting with an action word, with a number if possible. Example: Served an average of 60 members a day at the front office.]
- [Achievement or duty. Example: Reduced end-of-day cash variances to zero for 6 straight months.]

SAMPLE

04 Interview Q&A sheet

Interviews in Kenya are often panel interviews, with two to five people asking questions in turn. Government and many NGO interviews use a scoring sheet, so every answer counts. Preparation is what separates good candidates from great ones.

Below are the most common questions, what the panel is really asking, and a sample answer you can adapt. Write your own version of each, then practise saying it out loud until it feels natural, not memorised.

4.1 Common questions

"Tell us about yourself."

WHAT THEY WANT

A short, professional summary that links your background to this job. This is not your life story.

FORMULA

Present (what you do now) + Past (relevant experience and education) + Future (why this role is your next step). Aim for 60 to 90 seconds.

SAMPLE ANSWER

"I am a finance graduate from Egerton University, and for the last 18 months I have worked at the front office of Ufanisi SACCO in Nakuru. I serve about 60 members a day, handle cash, and help members with loans and mobile banking. Before that, I did my attachment in the accounts department of a hardware wholesaler, where I learned to reconcile records and work with deadlines. I enjoy working with customers and with numbers, and I am now looking to grow in a bank where I can learn more products and serve a wider range of customers. That is why this Customer Service Officer role caught my attention."

YOUR ANSWER

I am [current role or status]. I have [experience and education relevant to this job]. I am now looking for [what this role offers], which is why I applied for [job title].

"What are your strengths?"

WHAT THEY WANT

Two or three strengths that match the job, each with proof.

SAMPLE