

CURRICULUM VITAE
FOR
ALICE WESONGA PATRICK
CONTACTS- 0722435528
Email: alice.patrick@uonbi.ac.ke

PROFILE

Alice Wesonga Patrick works as a customer care executive at the University experience and information Centre. I hold a diploma in Telephone Operations and a Diploma in Telephone Supervision. I am ambitious, self motivated, dedicated with excellent communication as well as interpersonal skills.

With 30 years of experience at the leading public university, the University of Nairobi I have been able to handle the most sophisticated customer needs with ease and independence.

Date of Birth: 14 September 1966
Marital status: Married
Gender: Female
Nationality: Kenyan
Religion: Christian
Language: Luhya, English Kiswahili

ACADEMIC BACKGROUND

- Kenya Certificate of Secondary Education 1984
- Kenya certificate of Secondary Education (Private candidate 2008)
- Kenya Certificate of Primary Education KCPE

COLLEGE QUALIFICATIONS

Certificate in Telephone Operations Kenya College 1988

Diploma in Telephone Reception Graffins College 2006

Certificate PageMaker Zetech College 2007

Microsoft Office user specialist (mous) 2007

Diploma in Human Resource Azamia Institute of business 2008-2009

Diploma in Telephone Supervision course (multimedia University College of Kenya 2009)

Diploma in Telephone Administration (Intraglobal training institute 2009)

Diploma in Customer Care ICM 2011

ACHIEVEMENTS

- Was part of three team member that proposed rolled out staff purchase of mobile phones through check off systems-. It was 100% successful
- Part of the team that charged and billed members of staff upon making local and international calls for 5 years
- Fax operator for seven(7) years
- Team leader specifically during the incoming of the first ICT Boss at the section
- Have worked diligently in the following stations, Main Campus, Lower Kabete, Kenyatta Hospital-pharmacy, Upper Kabete, Kenya Science Campus, IAS, Dental School, and Chiromo Campus including UHS.

WORK EXPERIENCE

1989-1992 – Grade 2

1992-2003 – Grade 3

2015–To date- GradeABC

DUTIES / RESPONSIBILITY

- Being punctual and proactive
- To be kind and courteous to all, at all times
- Informing the technician of any faculty lines and extensions
- Ensuring clients needs are meet on time

- Being efficient and effective in performance of my work
- To be up to date with the current affairs of the University
- Follow up and give feedback on all pending enquiries from callers
- To be a team player

WELFARE ACTIVITIES/SKILLS

- Coordinator social events
- Team player
- Knowledge of typing and secretarial work
- Organizer

HOBBIES

- Gifted in interior decoration and cooking
- Likes attending women forums where I learn a lot
- Like driving around when meditating
- Like reading, especially motivational books
- Likes taking part in conflict resolution
- Likes to participate in social welfare matters

REFEREES

Mr. Jared Onyari

Manager, Communication

P.O Box 30197-00100 GPO

Dr.Fredrick Adero

Ag.Director, CEIC

P.O Box 30197-00100 GPO