

# DANSON GITHINJI MAINA

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Date of Birth: 23<sup>rd</sup> August 1980

Sex: Male

Nationality: Kenyan

Marital status: Married

## Resume

### CAREER OBJECTIVE

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To exhibit professionalism in executing my duties thus enabling and upholding client's satisfaction and confidence while ascending my career ladder.

### EMPLOYMENT EXPERIENCE

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2007 – 2009

#### **News Contributor**

NATION MEDIA GROUP

- Collection, shooting and editing of sports news.

2010 to date

#### **Telephone Operator**

UNIVERSITY OF NAIROBI

#### **Duties and Tasks:**

- Handling all incoming as well as outgoing calls
- Management of call traffic on a digital PABX with a capacity of 32 trunk lines and over 700 extension lines.
- Management of VOIP calls at the switch board.
- Logging of outgoing and incoming calls
- Record keeping and escalation of faulty extension lines to the respective technicians for quick restoration
- Management of calling time
- Issuance of university's telephone directory.
- Keeping inventory of the telephone section.

## PROFESSIONAL TRAINING / EDUCATION

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2003 – 2006	NATIONAL YOUTH SERVICE <b>Diploma in Telephone Operations / Receptionist: Distinction</b>
2002 – 2003	LAKEVIEW COLLEGE <b>Ms Office Applications</b>
2002 – 2002	DIGUNA MUSIC SCHOOL <b>Certificate in wind music instruments</b>
1996 – 1999	MURUAKI SECONDARY SCHOOL <b>Kenya Certificate Of Secondary Education (K.C.S.E)</b>
1988 – 1995	YAANG'A PRIMARY SCHOOL <b>Kenya Certificate of Primary Education (K.C.P.E)</b>

## COMPETENCES

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- Excellent planning and administrative skills
- Excellent public relation skills
- Good communication skills – both written and spoken
- Good organizational and coordination skills
- Good analytical mind – Good technical diagnostic and problem solving skills
- Teamwork – able to work collaboratively with colleagues.

## PERSONAL INTERESTS

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- Playing chess
- Watching Soccer
- Reading Journals

