

Dorothy Mkakisha Nyambu

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Objectives:

To be an excellent highly motivated employee with relevant skills required to accomplish tasks and contribute effectively and efficiently in the job market.

Profile:

Over 7 years' experience in office management, secretarial duties and catering services. I am currently enrolled in Moi University, Nairobi Campus studying a Bachelor of Science degree in Communications and Public Relations.

EDUCATION

Ongoing: Moi University

Pursuing a Degree in BSc.in Communications and Public Relations

2015: Certificate of Attendance – College of Agriculture & Veterinary Sciences, UoN
Management Training for Technical Staff

2010 – 2013: Blanes College of Business Studies
Certificate in Computer Packages
Diploma in Secretarial Studies

2003 – 2004: Mombasa Polytechnic University College
Certificate in Catering (Food & Beverage – Production & Service)

1999 – 2002: Mwangeka Secondary School
Mean Grade C+

WORK EXPERIENCE

2018 August – To date working as a Team Leader at the Department of Customer Experience & Information Centre, Main Campus.

Responsibilities

- Effectively overseeing Call Centre functions.
- Responsible for effective maintenance of the Customer Experience Centre records.
- Monitors service delivery and ensures excellence in service levels.
- Resolves escalated customer queries and further escalates if need be.
- Effectively supervises Call Centre personnel, ensuring optimal performance
- Provides leadership to assigned personnel through effective objective setting, delegation, motivation, and communication.
- Conducting regular meetings to ensure that personnel are well informed of changes in policies and procedures and discussing areas needing improvement.
- Provides measurable feedback to assigned personnel and suggestions for improving performance. Formulates and implements employee corrective actions as needed.
- Attends and participates in meetings.
- Completes special projects.

2016 July – 2018 July worked as a Receptionist/Secretary at the Principal's Office, College of Agriculture and Veterinary Sciences, Upper Kabete Campus.

Responsibilities

- Maintain excellent customer care services within the existing clients.
- Receiving and directing clients to the respective offices.
- Management of day to day operations at the customer care desk.
- Creating friendly atmosphere and environment to clients.
- Manning switchboard and ensuring that all visitors are promptly and courteously attended to.
- Receiving all the incoming mails and ensure they are attended to.

2016 March – 2016 June worked as a Receptionist/Secretary at the Dean's Office, Faculty of Agriculture, University of Nairobi, Upper Kabete Campus.

Responsibilities

- Creating friendly atmosphere and environment to clients.
- Manning switchboard and ensuring that all visitors are promptly and courteously attended to.
- Receiving all the incoming mails and ensure they are attended to.
- Maintain excellent customer care services within the existing clients.
- Receiving and directing clients to the respective offices.
- Management of day to day operations of the office of the Dean.
- Ensuring orderliness of Dean's office.
- Receiving and distributing/forwarding mail in the faculty.
- Dispatching mail from the faculty to various destinations.
- Producing text using various computer packages.
- Organizing the logistics of faculty meetings, seminars and workshops.
- Any other official assignments as may be prescribed by the Chairman of Department, Dean of Faculty, College Principal, Deputy Vice-Chancellors, Vice Chancellor, Chancellor and any other authorized office of the University of Nairobi.

2010 February – 2016 February worked as an Acting Secretary at the Chairman's Office, Department of Agricultural Economics, University of Nairobi, Upper Kabete Campus.

Responsibilities

- Management of day to day operations of the office of the chairman.
- Ensuring orderliness of chairman's office.
- Receiving and distributing/forwarding mail in the department.
- Dispatching mail from the department to various destinations.
- Managing petty cash of the department.
- Managing the filing system.
- Keeping basic records of all staff and students in the department.
- Typing and printing of all relevant non-examination work in the department.
- Producing text using various computer packages.
- Filing and retrieving all relevant documents.
- Budgeting for and procuring all the required office stationery and equipment, and maintaining a stores ledger thereof.
- Organizing the logistics of departmental meetings, seminars and workshops.
- Any other official assignments as may be prescribed by the Chairman of Department, Dean of Faculty, College Principal, Deputy Vice-Chancellors, Vice Chancellor, Chancellor and any other authorized office of the University of Nairobi.

2009 April – 2010 January worked as a Receptionist at the Department of Agricultural Economics, University of Nairobi, Upper Kabete Campus.

Responsibilities

- Customer care
- Screening telephone calls, enquiries and requests and handle them appropriately
- Operating the switchboard

2005 March – 2006 October worked as a cook and waitress at the University of Nairobi, Lower Kabete Campus.

2007 February – 2007 August worked at the University of Nairobi, Public Health Services as a cook situated at Kenyatta National Hospital, Nairobi.

2007 October – 2008 March worked as a cook at the University of Nairobi, Kenya Science Campus.

2008 May – 2008 October worked as a cook at the University of Nairobi, Dental School.

Responsibilities

- Preparing different kind of dishes and beverages
- Serving
- Taking customers orders
- Outside catering

Competencies

- Customer care and public relations
- Good communication skills
- Computer literate

Languages

Excellent written and spoken English, Kiswahili, French and Kitaita.

Key Values

- Hardworking and social.
- Honest and brimming with innovative.
- A team player willing to learn and share ideas and new concepts.
- Easily adaptable to new environments possessing an innate respect for other cultures.
- Committed Christian.
- Able to work under minimum supervision.

Interests

- Cooking
- Reading
- Travelling
- Community Work
- Socializing

REFEREES

1. Dr. Jonathan Nzuma
Department of Agricultural Economics
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