

# CURRICULUM VITAE

NAME: EVELYN N. MACHARIA  
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DATE OF BIRTH: 1963  
MARITAL STATUS: MARRIED  
RELIGION: CHRISTIAN  
NATIONALITY: KENYAN

## ACADEMIC QUALIFICATIONS

2004 – 2005: Kenya Certificate of Secondary Education (Private Candidate)  
1980 – 1983: Certificate of Secondary Education (Warazo Jet Secondary School)  
1970 – 1979: Certificate of Primary Education (Mere Primary School)

## PROFESSIONAL QUALIFICATIONS

ARPIL 2011 – DECEMBER 2011: **Diploma in Public Relations**  
**Edmas College**

### Subjects Done

The Role of Public Relations in Organisations  
The Evolution of Public Relations – Principles & Practice  
Strategic Perspective of Public Relations  
Internal & External Public Relations  
Corporate Social Responsibility  
Financial & Investor Public Relations  
Government & Lobbying Activities  
Corporate Advertising  
Issue & Crisis Management  
Interaction between Public relations & Marketing  
Developing a Research Framework & Evaluating the PR Efforts

16<sup>th</sup> May 2011 – 19<sup>th</sup> August 2011: **Supervisory Management in Organizations**  
**Kenya Utalii College**

**Subjects Done**

Team Building & Development of Incentive Plans  
Discipline, Guidance and Counselling  
Supervisory Skills and Techniques  
Leadership and Communication  
Management Functions  
Performance Appraisal  
Change Management  
Law of Employment  
Budgeting

February 2009 – March 2009 **Customer Care Course**  
**Kenya Utalii College**

**Subjects Done**

Measuring & Monitoring Customer Service  
Professional Telephone Behaviour  
Performing to Keep Customers  
Attitudes/Problem Solving  
Understanding Customers  
Effective Communication  
Quality Service/Prejudice  
Team Building Skills  
Time Management  
Corporate Culture

October 2005 – December 2005 **Diploma in Telephone and Reception Skills**  
**Graffins College**

**Subjects Done**

Communication Skills  
Telephone Skills  
Telephone Charges Economics  
Switchboard & Telefax Exchange Operations  
Calculation of Telephone Charges & Utilization  
Operation on PABX, PMBX & PBX

July 2004 – October 2004 Computer Applications (Distinction)  
Zetech College

Page Maker, Internet Communication, Microsoft office  
User Specialist (MOUS)

March 1986 – September 1986 Telephone Operator/Receptionist Course Grade I  
Capital Secretarial College

## **WORK EXPERIENCE**

1<sup>st</sup> October 1989 – 2003

### **University of Nairobi;**

Student Welfare Authority (SWA), University of Nairobi  
Health Services (UHS), Chiromo Campus, Main Campus,  
School of The Built Environment and  
School of The Arts & Design

Telephone Operator Grade 3

2003 to date

### **University of Nairobi**

Telephone Operator Grade 4

2014 to 2018

### **University of Nairobi**

Telephone Operator Grade ABC

2018 to date

### **University of Nairobi-**

### **Customer Care and Information Centre**

Telephone Operator Grade ABC

## **HOBBIES**

1. Socializing
2. Counseling and Guidance
3. Listening to Gospel music

## **REFEREES**

1. Carol Mwathi,  
Business  
Co-operative Bank of Kenya – City Hall Branch  
P.O. Box 44805 – 00100  
Nairobi  
Phone: 252126/33/49
  
2. Mrs. Jacinta Wahome  
P.O. Box 12532  
Nairobi  
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Mobile 0722-209614
  
3. Benedeta Wairimu W.  
Secretary  
Dept. of Real Estate and Construction Management  
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