

# CURRICULUM VITAE

## PERSONAL DETAILS

Name: Fidelis Wairimu Githu  
Marital Status: Single  
Nationality: Kenyan  
Language: English, & Kiswahili  
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Current position: **Customer care Executive**

## EDUCATIONAL BACKGROUND

### **COLLEGE**

April 2012- August 2012: University of Nairobi  
**Certificate in Information Technology Enables Services /  
Business Process Outsourcing (ITES/BPO).**

Sep.2010- Oct 2010: Computer Pride  
**Certificate in Microsoft Office Professional**

April 2009 - Mar 2010: Kenya Institute Management  
**Diploma in Business Management II (2010)**

Oct 2008- Mar 2009: Kenya Institute of Management  
**Advancement Certificate in Business Management**

Jan 2008 - Sep. 2008: Kenya Institute of Management  
**Certificate in Business Management**

1997 – 1998: Computerways College  
**Certificate in Computer Applications**  
Word Perfect & Ms DOS, Ms Windows & E-mail.

1996 -1997:

**Cambridge Secretarial College**

Certificate in Secretarial Studies (Office procedures I & II, office management, Business English Communication I & II, Typing 25 words & front Office Operations

1991 1994:

Nembu Secondary School

KCSE

1982 – 1990

Nembu Primary School

KCPE

***WORK EXPERIENCE***

May 2019- to date

: University of Nairobi, Main Campus

**Customer Care Executive**

- Managing large amounts of incoming calls
- Identifying and assessing customers' needs to achieve satisfaction
- Handling customer complaints, provide appropriate solutions and alternatives within the time limits; and following up to ensure resolution
- Following communication procedures, guidelines and policies
- Taking extra mile to engage customers

November 2007- April 2019: University of Nairobi, Kenya Science Campus

**Customer Care/Telephonist**

- Handling incoming/outgoing calls.
- Receiving and assisting visitors to various offices.
- Processing telephone bills.
- Handling incoming/outgoing mail correspondence.
- Keeping and updating office records.

May 2003 – October 2007: Kenya Science Teachers College

**Telephone Operator/ Receptionist**

- Handling incoming/outgoing mail correspondence
- Handling incoming and outgoing calls.
- Receiving and assisting visitors to various offices.
- Handling petty cash for the telephone office
- Keeping and updating office records.
- Processing telephone bills.

Aug 2000 – Aug2002

Peridot Services

**Telephone Operator/ Receptionist**

- Handling incoming/outgoing mail correspondence
- Handling incoming and outgoing calls.
- Receiving and assisting Visitors
- Handling petty cash for the telephone office
- Writing general office letters
- Keeping and updating office records.
- Processing telephone bills.

May 1999 – Feb 2000 :

Lion Motors - Sales Representative

- Providing sales services
- Arranging for delivery of vehicles
- Handling incoming and mail correspondence

Nov.1998 – Feb 1999

Thika Inn

**Telephonist/ Customer Care**

- Handling visitors and clients
- Handling incoming correspondence
- Writing general office correspondence

**REFERREES**

1. MRS. GRACE WANJIKU MZEE  
ASSISTANT REGISTRAR,  
UNIVERSITY OF NAIROBI  
KENYA SCIENCE CAMPUS  
P. O. BOX 30596 -00100  
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**NAIROBI.**
2. MR. JARED ONYARI  
DATACOMMUNICATION MANAGER  
ICT CENTRE  
UNIVERSITY OF NAIROBI  
P.O.BOX 30197 – 00100  
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**NAIROBI.**
3. MR. JOSEPH OGUTU  
LECTURER, SCHOOL OF COMPUTING AND INFORMATICS  
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