

CURRICULUM VITAE

PERSONAL DETAILS

Name: Janet N Apima
Gender: Female
Religion: Christian
Languages: English and Kiswahili
Nationality: Kenyan
Postal Address: P O Box 19 NYAMIRA
Email Address: japima@uonbi.ac.ke

CAREER OBJECTIVES

To develop skills in the application of theory to practical work and have the opportunity to develop attitude conducive to effective interpersonal relationships.

PERSONAL ATTRIBUTES

A fast learner, honest, reliable and hardworking person capable of handling diverse challenges. A proved team player with interpersonal skills and communication, capable of working under pressure with minimum supervision and meet deadlines.

PROFESSIONAL BACKGROUND

2014: Kenyan College

- Diploma in Telephone Operator/Receptionist

2005: Philips Business Training College

SECRETARIAL COURSE

- Typewriting I, II, III
- Commerce I, II
- Office Practice I, II
- Business English I, II, III
- Shorthand I, II, III
- Secretarial Duties II
- Office Management III

EDUCATION BACKGROUND

1998 – 2002: Kenya Certificate of Secondary Education (KCSE)

1989 – 1997: Kenya Certificate of Primary Education (KCPE)

WORK EXPERIENCE

2008: Old Mutual
Telecommunication Company

Position: **Secretary**

2009-to Date **UNIVERSITY OF NAIROBI**

Position: Secretary/Receptionist

ORGANIZATIONAL SKILLS

- Operating all types of telecommunication equipment
- Responding to client telephone calls and ensuring that each was attended to according to their requirements.
- Handling of Telecommunication equipments properly
- Operating fax machine

SKILLS AND KNOWLEDGE

- Excellence in customer service (voice process)
- Posses excellent listening skills
- Excellent customer care skills
- Ability to deal with difficulty calls in a calm and professional manner
- Awareness of confidential issues
- Wide working experience
- Exceptional knowledge of telephone and computer
- Working comfortable with other people and not shunning from responsibilities

- Initiative and can work under no supervision
- Team player able to work with people to achieve goals set

RECOGNITIONS

2008/2009: **STAFF PERFORMANCE APPRAISAL PERFORMANCE**

Exceeds Expectations and can be enhanced to outstanding.

2009/2010: Meets Expectations and there is room for improvement

2010/2011: Meets Expectations and there is room for improvement.

2011/2012: Meets Expectation and there is room for improvement

HOBBIES

- (a) Reading motivational and inspirational books
- (b) Traveling and
- (c) Playing Basketball

REFEREES

1. ISSACK A. HASSAN
UNIVERSITY OF NAIROBI
0722-217753
2. ROBERT NDEMO MOKAYA
ADVOCATES AND COMMISSIONER FOR OATHS
TEL: 0721-306963
3. NANCY B. OBINO
CONSOLIDATED BANK
0723-435643