
Julie Mbinya Kyalo

Nairobi, Kenya 00100 * [0724092507*juliembinya@gmail.com](mailto:juliembinya@gmail.com)

PROFESSIONAL SUMMARY

Compassionate and hardworking Administrator with flair for fine details and skilled at writing reports, minutes and institution correspondence. Provides unsurpassed customer service and time management techniques to maintain functionality. Exceptional leadership skills with expertise in streamlining workflow to optimize personnel strengths.

SKILLS

- Computer literacy
- Excellent verbal and written communication skills
- Resilience in the face of difficulties
- Initiator
- A professional demeanor with leadership abilities

WORK HISTORY

Senior Administrative Assistant, September 2019 to date
University of Nairobi, Nairobi-Kenya

- Preparation, Signing and issuance of Academic Transcripts
- Processing of Students Appeals/Disciplinary cases
- Certification of academic documents issued by the University of Nairobi
- Preparation of exemptions and credit transfer letters .
- Management of consolidated mark sheets
- Managing compliance with policies and guidelines within student progression subsection.
- Managing records and documents within the student progression subsection.

Administrative Assistant, December 2014 to September 2019
University of Nairobi, Nairobi-Kenya

- Issuance of academic certificates to graduates
- Processing of Examinations Appeals/Disciplinary cases
- Ensuring timely communication of decisions by the Senate examination disciplinary/appeal committee.
- Confirming students' academic awards to organizations
- Proofreading of the graduation lists
- Accurately record deliberations of staff meetings
- Collating and packaging of examination materials in the Centre
- Customer care analysis on monthly basis at the centre

Field Auditor, 2014
The Nielsen Company

- Accurately and comprehensively filling time and activity utilization forms for each outlet.
- Accurately count and record stocks and inventory of assigned products according to procedures for each brand, size and variant.
- Recording product purchases and prices of assigned products.
- Delivering completed audit questionnaires to the field office with stipulated timeframes.
- Submitting a weekly progress report to the supervisor summarizing weekly audit activities.
- Carrying out quality reviews by cross-checking questionnaires for negative sales and extraordinary stocks.
- Recruiting new outlets and building solid relationships with outlet owners
- Managing travel itinerary within the provided transport budget

Google Field Agent, 2013
Google Kenya

- Introducing SMB'S to the Google platform
- Helping SMB'S and individual to increase their business visibility online.

Credit Control Intern, 2011
Nairobi City Water and Sewerage Company

- Analysis of accounts with credit balances
- Filling of credit balances
- Preparation of reports on accounts
- Validation of accounts
- Reconciliation of accounts
- Sorting of accounts with credit balances
- Data entry for various tasks
- Making soft copies for various departments

EDUCATION

Strategic Management and Leadership, 10/2019
Kenya Institute of Management, Nairobi-CBD

Bachelor of Science in Business Administration, 08/2012
Kiriri Womens University of Science and Technology

KCSE, 11/2006
Kathiani Girls High School - Kathiani, Machakos

KCPE
Isooni Primary School – Kathiani, Machakos

CERTIFICATIONS

- Strategic Management and Leadership

TRAININGS

- Industrial Relations and Effective Skills in Leadership and Management by Federation of Kenyan Employers, 11th to 12th October 2016
- Institutions Complaints Handling Process and Citizen Service Delivery Charter to Admin Assistants in the University of Nairobi , 23rd June 2016
- In-house training on Customer Care, 2017
- Records Management Training, 12th February 2015

INTERESTS

- Career Progression
- Community Group Involvement

REFEREES

Dr. A.M.Mbithi
NAIROBI
Tel: 0724233689

Dr.Esther B. Ogoro
University of Nairobi
Tel: 0722657903