JANE NJERI WAHINYA

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CAREER OBJECTIVE

To obtain a challenging position in a fast paced environment where my communication and customer care skills and experience can be utilized to their fullest potential to facilitate growth within a strong organization

PERSONALITY

I am adaptable, committed, focused, innovative and efficient.

SKILL AND ABILITIES

Through experience I have become analytical, a good team player, a motivator and a good administrator.

WORK EXPERIENCE

2011 – To date **University of Nairobi**
Kenya AIDS Vaccine Initiative

Position Held Secretary Grade B

2007 to 09/09 **Kencall EPZ**

Position Held **Customer Service Representative/Transcriber**
Telkom/Orange Network

Duties The position entailed receiving in bound calls from clients, listening and noting down their difficulties. Reassuring them and giving them a solution. I also ensured that they remained loyal to the network and

Informed them of any new or existing services that I thought would be appropriate to them. I made sure that they had an exceptional customer experience by remaining positive throughout the call.

2002 – 2005 **Philip Kamuru & Associates**

Position Held Secretary

PROFESSIONAL QUALIFICATIONS

2002 - 2005
NYERI TECHNICAL TRAINING INSTITUTE

- Office Management
- Personnel Management
- Typing 40 wpm
- Typing 50 wpm
- Business English III
- Financial Accounting
- Principles of Accounts
- Commerce II
- Office Practice II
- Shorthand II

ACADEMIC QUALIFICATIONS

HIGH SCHOOL

1988 – 1991 Narumoro Girls High School

COMPUTER SKILLS

- MS Word
- MS Excel
- MS Access
- MS Adobe PageMaker
- Email and Internet

Language Skills

English – Proficient in speaking, reading and writing
Kiswahili - Proficient in speaking, reading and writing