

## LINDA WANJA NYAGA

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### PROFILE SUMMARY

A result driven and keen to detail Administration professional with the experience in ensuring proficiency in all the roles I undertake. I have acquired skills in project planning and management, recruitment and administration. Among some of the deliverables I was tasked with included; managing any procurement activities, serving as secretary to various Board committees, maintenance of the facilities among other deliverables. I am a team player with the experience in ensuring that all the duties accorded to me are well undertaken. I am currently looking to secure a position where my competencies and proficiencies will be used in making a difference in the organization.

### PERSONAL DETAILS

**Year of birth:** 1985

**National ID No.:** 23778256

### EDUCATION

- **Master of Arts ( Project Planning and Management)** – University of Nairobi; November 2012 to December 2015
- **Bachelor of Commerce (Business Administration & Management and Accounting)-** Daystar University; August 2003 to June 2007
- **Kenya Certificate of Secondary Education-** Kyeni Girls High School; January 1999 to November 2002

### KEY SKILLS AND COMPETENCIES ACQUIRED

- **Project Management:** During my course work and work experience, I acquired knowledge and skills on leadership and management skills
- **Relationship management:** Ability to leverage interpersonal skills to establish rapport and develop relationships with all key stakeholders to track movement of exported goods and ensuring receiving parties confirm quality of all received goods.
- **Organization skills:** An organized and careful approach to ensuring proper documentation, report compilation, timely deliveries of commodities and payments and ensuring accuracy when carrying out all my duties.
- **Communication and interpersonal skills:** Skilled at ensuring that a good relationship between me and the suppliers is maintained and that my relationship with colleagues is professional, cordial and friendly.
- **ICT Competence:** Good command of Microsoft Office tools, word processing the internet and emails.

## **WORK HISTORY**

### **Senior Administrative Assistant**

**University of Nairobi – Kenya- Institute of Tropical and Infectious Diseases (UNITID);**

**September 2016 – Present**

#### **Duties and Responsibilities**

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#### **Communications Officer**

- Implementing the Institute's public relations and communications strategies
- Developing and uploading content onto the institute's website and social media pages
- Manage the institute's social media sites (Facebook, Twitter and Website)
- Cover the institute's events and develop news articles
- Assist with the planning and coordination of the university's events (specifically deal with publicity, guest relations, protocol, branding, etc)

#### **Staff Management**

- Supervise support staff at the Institute
- Handle all personnel matters relating to the Institute's staff in the following areas; recruitment, induction, training, discipline and retirement
- Handle personnel matters relating to the foreign collaboration involving research and training
- Conducting and facilitating staff performance appraisal

#### **Student Management**

- Ensure students' marks are loaded onto the Student Management Information System after approval of results by the College Academic Board
- Load students' timetables in the Student Management Information System (SMIS)
- Analyzing students' class attendance and write a report of the same
- Mass communication to students through e-mail, social media, bulk SMS, telephone calls etc.
- Reconciliation of fees payment and SMIS registration

#### **Facilities Management**

- Initiate procurement/acquisition process of all items required by the institute
- Ensure maintenance of all the properties of the institute
- Ensure expenditure as per the budgetary allocations

#### **General Administration**

- Secretary to the Institute's board and any other meeting that is chaired by the Director
- Organize and plan for workshops, conferences, meetings and seminars
- Make travel and accommodation arrangements for staff
- Co-Secretary to the Joint Executive Committee of the Collaborative Group
- Implement all the University policies and ensure that staff are conversant with them
- Serve as the Principal Administrative Assistant to the Director on all matters pertaining to the institute

### **Program Administrator (Part Time)**

**University of Nairobi - HIV Capacity Building Fellowship; February 2017 – March 2018**

#### **Duties and Responsibilities**

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- Draft and track all program memos and in particular procurements and advances
- Ordering of supplies and liaising with suppliers
- Administration of meetings and training sessions
- Secretary to the Program Management Committee (PMC)
- Ensure all logistics are running well for all training didactics and training forums and events
- Other duties as may be assigned by the Program Director and Program Manager

### **Project Administrative Assistant**

**University of Nairobi – Kenya- Medical Education Partnership Initiative (MEPI) Kenya;  
February 2012 – August 2016**

#### **Duties and Responsibilities**

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- Secretary to the administrative committee meetings
- Maintaining personnel and equipment records
- Ordering of supplies and liaising with suppliers
- Keeping inventories of facilities, supplies and equipment
- Reviewing office running expense records
- Reviewing transport/vehicle records from the driver on a daily basis
- Liaise with relevant offices to facilitate contracts and grants management
- Ensuring employee welfare and safety
- Preparing weekly, monthly and annual reports of program activities using Zoho tool
- Keeping the program manager informed of all decisions regarding personnel, supplies, facilities and equipment
- Writing of annual progress reports and applications

### **Team Leader- Operations**

**Horizon Contact Centers- Kenya; March 2011 to January 2012**

#### **Duties and Responsibilities**

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- Offer Call Center Agent support
- Ensure quality assurance in liaison with the Quality assurance department
- Reporting and administration of agents performance
- Attendance management
- Orientation of new employees

### **SACCO Administrator & Treasurer (Part Time)**

**Essar Telecom – Kenya – Aegis SACCO Ltd; November 2009 to February 2011**

#### **Duties and Responsibilities**

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- Making payments of approved loans to members
- Maintaining and preparing loan repayment schedules for members with loans
- Developing and presenting financial reports to enhance management decision making processes
- Analyze the SACCO's budget monthly spend versus available budget
- Maintaining daily financial control of all expenditure to ensure that the SACCO stays within budget

- Processing of member statements and invoices through an integrated computer system ( ISACCO Software)
- Bank reconciliation and maintaining petty cash expenses

### Executive- Operations

**Aegis Services Limited- Kenya; September 2008 to February 2011**

#### Duties and Responsibilities

- Address customer concerns in a manner that ensure customer satisfaction
- Answer incoming and outgoing telephone calls in a timely and professional manner
- Continuously evaluate and identify opportunities to drive process improvement that positively impact our customer
- Excellent communication abilities and organizational skills
- Maintain a balance between company policy and customer benefit in decision making
- Maintain quality customer relationships by addressing questions and concerns with accuracy and professional understanding of all customer concerns

#### PUBLICATIONS

- **Peer – reviewed Journal Articles**

Nyaga, L. W. et al., (2017). **Distance Learning Approach to Train Health Sciences Students at the University of Nairobi**. East African Medical Journal. 94(2), P. 101-105

- **Co-authored**

Gachuno, O. W. et al., (2016). **Engagement of Decentralized Health Facilities in Research and Training**. Annals of Global Health. 82(3), P.355.DOI: <http://doi.org/10.1016/j.aogh.2016.04.067>

#### REFEREES

<p><b>Dr. Duffon M. Mwaengo</b>            Director, Institute of Tropical and Infectious Diseases (UNITID)            University of Nairobi            College of Health Sciences            P.O. BOX 19676 – 00202, Nairobi – Kenya            Tel: +254 728 094 374            Email: <a href="mailto:mwaengod@gmail.com">mwaengod@gmail.com</a></p>	<p><b>Prof. James N. Kiarie</b>            Coordinator, Human Reproduction Team            World Health Organization            Department of Reproductive Health and Research            Avenue Appia 20 1211 Geneva 27            Switzerland            Tel: +41 79 290 8224            Email: <a href="mailto:kiariej@who.int">kiariej@who.int</a></p>
<p><b>Dr. Kenneth K. Mbali</b>            Registrar, College of Health Sciences            University of Nairobi            P.O. BOX 19676– 00202, Nairobi – Kenya            Kenya Tel: +254 792 184 505            Email: <a href="mailto:k_k@uonbi.ac.ke">k_k@uonbi.ac.ke</a></p>	<p><b>Dr. Onesmus W. Gachuno</b>            Senior Faculty, Department of Obstetrics &amp; Gynaecology            University of Nairobi            College of Health Sciences            P.O. BOX 19676 -00202, Nairobi-Kenya            Tel: +254 722 851 914            Email: <a href="mailto:owgachuno@yahoo.com">owgachuno@yahoo.com</a></p>