

CURRICULUM VITAE

Name: Nunda Linet Nyakimari.
Sex: Female
ID Number: 10929956
Marital Status: Widow
Address: P.O.BOX 15243 - 00100,
NAIROBI
Telephone +254 721 678437
Email Address: linetnunda@gmail.com
lyneger@gmail.com
Nationality: Kenyan
Religion: Christian (SDA)

CAREER OBJECTIVE:

To work in a proactive environment that will enable me utilize my skills in situations calling for total dedication, professionalism and creatively in decision making and implementation as well build a career and progress to the highest management level in a dynamic organisation that will offer me exciting challenges and ensure my professional development.

RECENT PROFESSIONAL CONFERENCE ATTENDED

23rd - 25th OCTOBER 2019. **Conference on Research, Innovation and Technology for Development in Africa** at the University of Nairobi 2nd Annual International Conference

WORK EXPERIENCE

University Of Nairobi **Nairobi Kenya**

**Registry Clerk (Recruitment & Training) September 2016 to Date
(CONTRACT)**

Key Purpose:

Assist in maintaining an efficient and up-to-date Recruitment and Training Registry. Supervise, co-ordinate and control of Recruitment and training registry.

Major Responsibilities:

- Dispatching of folders for posts of Professor, Associate Professor, Senior Lecturer, Professional and equivalent appointment committees.
- Photocopying of documents when necessary.
- Opening of new personal files for newly appointed/promoted staff.
- Recording all applications and reference letters.
- Preparing appointment committee (APC) folders for shortlisting and interviews.
- Any other duties assigned by Deputy Registrar Recruitment and Training(R & T)

**Gems Cambridge International School
Registrar
(CONTRACT)**

Nairobi Kenya

April– September 2015

Key Purpose:

To manage and supervise the operations of the Admissions, Registration, Articulation Assessment services and information services by multitasking, solving complex problems and ensuring that systems and processes meet service expectations and strategic goals for Admissions and registration.

Major Responsibilities:

- Drive enrolments and ensure the target enrolment numbers are reached
- Ensuring all students are registered in accordance with the GEMS Enrolment Process and Ministry Of Education regulations.
- Support Business Development Manager and Parent Relations Executives in delivering the scholarship program.
- Welcome and provide new parents and students with a positive first impression of the school by presenting the School Vision, Curriculum and achievements
- Embrace and encourage ethos and standards of excellence as defined in GEMS Core Values.
- Promote a grow by Learning Culture
 - by encouraging students to strive to develop potential-Global Citizenship
- Make an active contribution to the GEMS community - Corporate social responsibility
- Promote a Leading through Innovation culture
 - Continuously asking students to find the courage to challenge innovation Pursing Excellence
- Work to continually exceed expectations
- Stakeholder Management and engagement
- Take a leadership role in establishing or developing the company's culture and values
- Project management

Major Achievements

- Pumped up enrollment from 190 to 250

**Multichoice Kenya Ltd
Customer Service Representative**

Nairobi, Kenya

August 2012 – March 2015

Key Purpose:

To establish and maintain profitable relationships on behalf of the company by taking personal and complete responsibility for each customer contact and by ensuring that all customer requirements/needs are completely met.

Major Responsibilities

- Manage the company switchboard,

- Complete call logs and reports
- Recognize, document and alert the supervisor of trends in customer calls
- Attend to general customer enquiries/questions and complaints.
- Project a professional company image through phone interaction,
- To multi task and work in any of the Operations sections including
 - Call Centre, Reception, Front Counter, Client Liaison, Enables Desk, Churn, Social Media, Switchboard.
- Sell products and capture customer orders in computer system.
- Customer service by providing customers with product and service information.
- Provide enhanced Customer service
 - Up sell products and services.
 - Disconnect and reconnect accounts as per company procedures
 - Follow-up on any customer enquiry not immediately resolved.
 - Research and resolve misapplied payments.
- Recommend process improvements.
- Ensure daily collections are accurately posted into respective subscribers accounts through the Internal Business System (IBS ACCOUNTS).
- Provide on- the-job training for new employees.

Major Achievements

- Recovered ten stolen Decoders and three Walkas
- Customer retention

Africaonline Ltd
Receptionist

Mombasa, Kenya
March 2007 – June 2011

IwayAfrica Limited
Client Relations executive

Nairobi, Kenya
July 2011 - July 2012

Key Purpose: To manage and protect the relationship between the company and its most important clients by managing and communicating the company service expectations and creating high levels of client satisfaction through the execution of service excellence across all the company's products and to oversee the delivery of all operational services across multiple company locations and service components.

Major Responsibilities

- Manage the switch board,
 - Receiving and transferring of external calls promptly to the internal clients
- Generate monthly bills for clients,
- Email invoices and advise clients accordingly about their payment status.
- Receive and welcome clients in our office,
- Receive and dispatch mails,
- Manage reservations, pickups and Hotel accommodation bookings for visitors to our Mombasa branch.
- Generate weekly and monthly reports,
- Receiving of cheques and cash from clients,
- Manage and organise bookings for Seminar venues for both our External and Internal clients / visitors.

Major Achievements

- Twice awarded the Customer service Champion for 2007/8

OTHER RESPONSIBILITIES:

DATE	PLACE	RESPONSIBILITY
2019	UON	Volunteer (Continuity Communication officer during the 61 st and 62 nd Graduation)

- **Loyalty.**

- **Positive Attitude.**

LANGUAGES

English ó Excellent
Kiswahili - Good
Ekegusiió Excellent

INTERESTS

Swimming, Photography, Travelling, Reading, Watching sports,

REFEREES

1.

Ali Bofuloh
General Manager IwayAfrica Services Limited
Telephone: + 254204440313/14/17/10
Cell phone: +254733781165 / +254700572961
Email: Alibofuloh@hotmail.com

2.

Zachary Mapelu
Call Centre Supervisor Multichoice Kenya Limited
Cell phone +254723762112
Email: Zacmapelu@gmail.com

3

Frederick NyakagwaOsoro
22 Harrier Street
Flamingo Vllel, Table View
Cape Town, 7441
South Africa
Cell phone:+27836260460/+254707247442
Email: Osoro.Fred@gmail.com

4

Gertrude KemboiMeteur
Finance Manager
Gems Cambridge International Nairobi
Cell phone: +254721 556895
Email: gertrudekemboi@gmail.com