

CURRICULUM VITAE

Name: Lydiah Wanjiru Mbacha
Address: P.O. Box 43844 – 00100 Nairobi
Tel. Mobile 0720- 796553
Status: Married
ID NO: 11104363

ACADEMIC BACKGROUND

1989: Gituri Primary School (KCPE)
1993: Mukurwe-ini Secondary School (KCSE)
2013: Starehe Private (KCSE) - C+ Plus

PROFESSIONAL QUALIFICATION

1994 Typing 1 - Pitman's Exams Institute
1996 Training in Computer Packages
2011 Certificate in Archives and Records Management

OTHER QUALIFICATION

1999: Kenya Power & Lighting Company Ltd Training School
Training in Emergency Telephone and Control Operations

WORK EXPERIENCE

Jan 2020 - Todate

University of Nairobi

Duties_

Position: Records Clerk

- Perform clerical functions in records.
- Organize and manage all records and documents in an orderly manner.
- Retrieve necessary appropriate records and reports from the registries.
- Coordinate and collaborate with all the departments in managing records.
- Maintain databases appropriate to the various records, reports and documents.
- Provide access of records to the appropriate personnel in the University of Nairobi.
- Provide support to the Administration department in managing records.
- Keep the records safe and secure in a proper place with a locking system.
- Provide access to records and files to the appropriate Personnel.
- Adhere and comply with corporate laws and regulations
- Any other duty assigned by the immediate Supervisor.

Dec 2010 TO 2020 JAN

Kenyatta University

Duties:

Position : Personnel Registry Clerk

- Filing of the requisite documents on staff personal files.
- Updating records of all personal files
- Recording the personal data from staff files onto Staff Service Records forms
- Processing and handling of staff confidential data and files for the section.
- Staff files archiving as and when requested.
- Assigning personal file numbers to new staff members.
- Processing and updating staff annual leave for all staff.
- Any other registry related duties.

September 2008-Dec 2008

Kenya Civil Aviation Authority

Position: Human Resources Clerk

Duties:

- Assist the Human Resources Department in word processing of letters on the computer.
- Operating various office equipment in the office like Fax, photocopier and computer.
- Filing of documents and keeping all confidential records secure as per company requirements.
- Performing general clerical duties for the department.
- Performing data entry functions and preparing various spreadsheets on the computer for such data.
- Performing other duties as per the direction of the Human Resources Officers.

July 2006-Dec 2007

Career Options Africa

Position : Office Clerk

Duties:

- Handling of day to day operations of the office.
- Procurement of office consumables e.g. stationery
- Daily monitoring of staff duties and clients issues.
- Safe custody of client data and recruits records.
- Liaison with all our major clients to know their requirements.
- Planning of recruitments and other related matters.
- Ensuring smooth running of the company through proper planning of interview sessions.

Jan 2005-April 2005

Sarova Hotels Ltd(Panafric)

Position: Human Resources Clerk

Duties

- Assisting the Human Resources Department Coordinator in word processing of the letters in the computer.
- Assist the Human Resources Coordinator in liaising with other units in the Group on personnel matters by Fax and telephone.
- Operating various office equipment in the office like Fax, photocopier, and computer.
- Delivering correspondence for the Department to the other Group offices and other organizations.
- Performing the closure of personnel files for those members of staff who are no longer in employment service.
- Act as a telephone receptionist for the Department.
- Filing of documents and keeping all confidential records secure as required by the company.
- Performing general clerical duties for the Department.

June 1998-November 2004

Kenya power & Lighting Co. Ltd

Position: Emergency Telephone Control Operator

Duties

- Receiving calls from customer regarding their power services requirements, inquiries and complaints.
- Responding to all such customers' inquiries to their satisfaction and forwarding their complaints to the Technical teams in the field.
- Inputting data in the system about complaints received from customers for urgent action.
- Liaising with the field Technical teams on all matters requiring attention for customers.
- Making follow-ups with Technical teams on duty regarding the services to the customers.
- Updating data in the system concerning action taken by field Technical teams.
- Reporting to management periodically on the state of responses taken on customers' complaints.
- Ensuring that sufficient care is offered our customers.

Sept 1996- May 1998

Intellect Computer Services

Position: Telephone & Computer Operator

Duties:

- Responding to telephone calls by customers
- Receiving customers to the company and answering their inquiries.
- Processing all official correspondence in the computer.
- Playing a role in office management for the smooth operation of the company.

REFEREES

Mr. Joseph Mathenge
Managing Director
Career Options Africa
0721 274981

Mr. Simon Mwai
Snr. Ass.Registrar (Administration)
Kenyatta University
0721358664

Mr. Enos Ngai
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