

MONICA ACHIENG AGUNDA

CURRICULUM VITAE

Personal Details	<p>YEAR OF BIRTH : 1972</p> <p>MARITAL STATUS : Married</p> <p>MOBILE NO. : 0720879714/0732577588</p>				
Career Objective	<p><i>I am a reliable and hardworking employee whose honesty and integrity provides for effective administrative and communication support leading to excellent customer relationships. I am able to collect, analyze information and quickly grasp what needs to be done with ability to meet and exceed set targets. I am able to easily adapt to change, with eagerness towards learning and expanding potential.</i></p>				
Educational Background	Level	Institution	Period	Qualification	Results
	PhD in Human Resource Management	Jomo Kenyatta University of Agriculture & Technology	May 2016 to date	Currently in undertaking research	Proceed to year 2
	Master of Arts in Sociology (Labour Management Relations)	University of Nairobi	January 2012 – Dec. 2015	Masters	MA Degree
	Bachelor of Business Management (HR Option)	Moi University	Aug. 2009 - May 2011	Degree	2 nd Class Honours (Upper Div)
	Higher National Diploma (HRM)	Institute of Personnel Management (K)	Jan. 2006 - November 2006	HND	Credit. Received award of Best student in Employee Relations
	Diploma in HRM	University of Nairobi	Nov. 2002 - Nov. 2003	Diploma	Credit
	KNEC Certificate in Secretarial Studies	PC Kinyanjui TTI	May 93 - May 95	Certificates in Office Management III Business English III Secretarial Duties II Office Practice II Commerce II Shorthand (120wpm) Typewriting (50wpm)	Credit

**Work
Experience**

August 2018 to date

Customer Experience & Information Centre

Position: Ag. Lead Supervisor

Reporting to: Director, CEC

Duties and Responsibilities

- Assisting with the management of the UoN Call Centre operations including but not limited to planning and supervision of changes and management of daily operations.
- Supervising, coaching and developing the team effectively in order to deliver the highest standards of Customer service and maximize individual/team potential.
- Identifying, training and preparing Customer Care Executives to respond to customer questions and complaints and to troubleshoot problems with services/products.
- Motivating the Contact Centre Representatives to ensure the existence of enthusiasm on the job and high energy for optimal performance.
- Taking and following up of escalated Customer feedback to ensure timely responsiveness and ultimate win/win resolution as per agreed turnaround times(TATs)
- Developing and implementing Contact Centre schedules and ensuring team adherence to schedules.
- Maintaining current knowledge of university calendar of events, developments, productions, and involvement in network communication.
- Forecasting, generating and analyzing information against performance reports on a weekly/monthly basis to assist management as they determine Customer Care Response Centre goals.
- Maintaining and improving Call Centre operations by monitoring system performance, identifying operational issues and suggesting possible improvements.
- Working with other supervisors and ICT management team members to support Customer Care Response Centre and maximize customer satisfaction.
- Performing any other duties as may be assigned by the Director, CEC.

March 2016 to August 2018

Principal's Office, CAVS

Position: Assistant Executive Secretary

Reporting to: Principal, CAVS

Duties and Responsibilities

Office Manager, University of Nairobi, Principal's Office. Oversees the following functions:

- Office Management
 - ✓ Public Relations
 - ✓ Customer care
- Production of Documents
 - ✓ Data Entry
 - ✓ Layout & Presentation
 - ✓ Print, Photocopying & Binding
- Management of Office Traffic
 - ✓ Calls
 - ✓ Human beings
 - ✓ Mail and Files
- Security of Office Equipment
 - ✓ Safe custody of all information and confidential office documents

- Stock Control (Office Requisitions and efficient use of office materials)
- General welfare of the office staff
- Office financial and resource accounting
- Organization of meetings at college level and other college functions
- Coordination of logistics and hospitality for College guests
- Other Administrative responsibilities as may be assigned by the Principal and College Registrar

January 2011 to March 2016

University of Nairobi, Faculty of Veterinary Medicine

Position: Senior Secretary

Reporting to: Dean, Faculty of Veterinary Medicine

Duties and Responsibilities

- Processing of examination results for all students for discussion in the Faculty Board including proof reading.
- Seminar and conference planning and implementation
- Managing the transport and travel functions within the Faculty
- Supervising the junior staff within the Faculty and handling student matters.
- Provide Administrative and Secretarial support to Dean of Faculty
- Receive and assist Faculty visitors and maintaining good employee relations
- Managing Office Petty Cash and filing
- Performing any other duties as may be assigned from time to time by the Dean.

Achievements

- ✓ Key person in organizing the International Veterinary Scientific Conference & Exhibition, and 8th Biennial Scientific Conference at Safari Park from 25th – 27th April, 2012 and the 9th Biennial Scientific Conference in September 2014.

January 2004 – December 2010

University of Nairobi, School of Biological Sciences – Examinations Office

Position: Assistant Senior Secretary

Reporting to: Director and Examinations Officer

Duties and Responsibilities

- Preparation of Examination Schedule for each Academic Year
 - Drafting letters to External/Internal Examiners for the Directors signature.
 - Typing examinations, entering approved marks into the Students Management Information System (SMIS), processing & distribution of provisional transcripts to students.
 - Organizing and preparing for workshops, seminars, meetings and appointments
 - Processing and distributing minutes, letters, reports, memos, filing and maintaining database
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- Managing Office Petty Cash
 - Performing any other duties as may be assigned from time to time.

Achievements

- ✓ Nominated for best employee of the year award for School of Biological Sciences
- ✓ Received Best Student award in Employee Relations at IPM (2006 KNEC Exams)

	<p><i>September, 1996 to December 2003</i> University of Nairobi, Chiromo Campus Department: Institute of Computer Science Position: Assistant Secretary Reporting to: Director Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Arranging/organizing for workshops and seminars • Organizing and preparing for appointments, and maintaining the Director’s diary • Receiving and re-routing telephone calls • Handling incoming and outgoing mails and filing • Drafting routine correspondence and proof-reading • Typing, distributing minutes, letters, reports, memos, filing and maintaining databases • Performing Secretarial/administrative duties and any other duty as may be assigned. 			
	<p>Compsoline Printers Department: Finance Department Position: Secretary Reporting to: Senior Internal Auditor Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Office Administration and leave roster management; Taking minutes, typing and circulating them; Arranging and scheduling for workshops and seminars; Managing incoming and outgoing mails, calls and channelling to relevant offices; Making appointments and travel itineraries; Filing 			
<p>Professional Trainings Attended</p>	<ul style="list-style-type: none"> • Attended and facilitated Workshop on Customer Journey Mapping – December 2018 • Attended and facilitated Workshop on Customer Journey Mapping – February 2019 • Attended a workshop on Cisco Hyperflex • Attended and participated in the 3rd One Health Leadership Training 2015 • Secretarial Workshop 2013 ‘<i>Illuminating the Real Manager Behind the Boss</i>’ • Training in Transformational Customer Care in 2007 • Workshop on Customer Service Excellence in 1998 • Training on Disaster management, 2010 • Training on Procurement and Disposal, 2010 • Training on Minute Writing, 2010 • Training on Records Management, 2009 			
<p>Computer Skills</p>	<ul style="list-style-type: none"> • Proficiency in MS Office applications 2005 			
<p>Referees</p>	<p>Please feel free to contact the under mentioned in regard to my competence, work ethics and performance</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%; vertical-align: top;"> <p>Dr. F. O. Adero, Director, CEIC P. O. Box 30197-00100, NAIROBI, KENYA. Tel: +254(0)721289963 fadero@uonbi.ac.ke</p> </td> <td style="width: 33%; vertical-align: top;"> <p>Prof. C.N. Kimwele, Chairman, DVAP P. O. Box 30197-00100, NAIROBI, KENYA. Tel: +254(0)723343265 ckimwele@uonbi.ac.ke</p> </td> <td style="width: 33%; vertical-align: top;"> <p>Prof. S.A. Okoth, SBS, CBPS P.O. Box 30197-00100 NAIROBI, KENYA Tel: +254(0)720006908 dorisokoth@yahoo.com</p> </td> </tr> </table>	<p>Dr. F. O. Adero, Director, CEIC P. O. Box 30197-00100, NAIROBI, KENYA. Tel: +254(0)721289963 fadero@uonbi.ac.ke</p>	<p>Prof. C.N. Kimwele, Chairman, DVAP P. O. Box 30197-00100, NAIROBI, KENYA. Tel: +254(0)723343265 ckimwele@uonbi.ac.ke</p>	<p>Prof. S.A. Okoth, SBS, CBPS P.O. Box 30197-00100 NAIROBI, KENYA Tel: +254(0)720006908 dorisokoth@yahoo.com</p>
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