

MARY WANGARI MWANGI

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CURRICULUM VITAE

Overview

Qualified secretary with over ten years of varied administrative work experience and proven ability to handle and manage office environment; possesses effective organizational skills in addition to willingness to work above and beyond the call of duty.

Objective:

Dedicated, Customer- focused, administrative professional with proven inter personal, communications and multi-tasking skills. Adaptable team player recognized for administrative abilities, willingness to learn and even teach newly acquired skills.

Key Skills include:

- Typing speed of 120 words per minute
- Capability to meet deadlines and work under pressure
- Ability to work with minimal supervision
- Knowledge in using Word and Excel.
- Discretion and understanding of the need for confidentiality
- Planning and organization skills

Professional experience

August 2018 to date (Customer Experience & Information Centre)

Duties and Responsibility – Customer Executive

- Ensures all customer questions and complaints are resolved in a timely manner
- Takes incoming customer service calls
- Resolves customer problems and escalating issues when necessary
- Interacts with customers through social media platforms
- Providing a high level of customer satisfaction to both internal and external
- Maintain a high degree of university's product knowledge and service expertise
- Promote and enhance university reputation by providing professional and effective assistance

Duties and Responsibilities – Ag. Senior Secretary

- Compiling and producing statistical information and reports.

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Preparing general correspondences, memorandums, reports, schedules, purchase orders and other materials from rough draft, copy, marginal notes or verbal instructions.
- Answering correspondence as directed by supervisor.
- Maintaining appointment calendar, scheduling appointments and meetings.
- Checking and reviewing a variety of data for accuracy and conformity to established standards and procedures.
- Locate and attach appropriate files to incoming correspondence requiring replies
- Conduct searches to find needed information, using such sources as the Internet. Coordinate conferences and meetings.

December 2015 to August 2018

Ag. Senior Secretary, (University of Nairobi – Students Welfare Authority, Registrar’s office)

- Preparing general correspondences, memorandums, reports, schedules, purchase orders and other materials from rough draft, copy, marginal notes or verbal instructions.
- Answering correspondence as directed by supervisor.
- Maintaining appointment calendar, scheduling appointments and meetings.
- Checking and reviewing a variety of data for accuracy and conformity to established standards and procedures.
- Collecting and preparing data for records and reports.
- Maintaining records and generating appropriate reports.
- Compiling and producing statistical information and reports.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Locate and attach appropriate files to incoming correspondence requiring replies
- Conduct searches to find needed information, using such sources as the Internet. Coordinate conferences and meetings.

Significant training

- Customer Care
- Customer Center Agent
- Disaster Management
- Sign Language

May 2008 to November 2015 University of Nairobi – Students Welfare Authority Assistant Secretary (Upper Kabete Strategic Management Unit)

Responsibilities include;

- Assist the Office Manager in all aspects of office procedures and general requirements
- Meet; greet clients and visitors and directing them to the right office.
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
- Maintain hard copy and electronic filing system.

- Answer telephones and handle in appropriate manner.
- Receiving and sending out emails
- Maintain Policy, confidentiality and general management
- Supervise support staff.
- Other duties as assigned.

**January 2005 to 2008 April – Lead Management Consultants
Administrative Department**

Responsibilities include;

- Receiving of incoming calls
- Coordinating administrative arrangements for meetings as requested
- Booking conference venues
- Assist in follow-ups action points after meetings
- Maintain company policy
- Assist in development of advertising materials
- Data entry, inventory and records management
- General Secretarial duties
- Distribution of mail
- Assist in budget preparation

**June 2004 to December 2004
Analabs Limited – Technical Secretary**

Responsibilities include;

- Handling of clients- giving them the required information
- Receiving and registering laboratory samples as they are brought in the Lab
- Preparation and dispatch of reports timely
- Handling the projects accounts
- Processing of claims and invoices
- Daily correspondence
- Taking notes during procedures

**2003 May to 2004 April
African Medical & Research Foundation (AMREF) - Assistant Secretary**

Responsibilities include;

- Administration Department
- Responsibilities
- Receiving telephone calls
- Coordinate administrative arrangements for meetings as requested
- Assist in follow-ups action points after meetings
- Data entry, inventory
- Distribution of mail
- Assist in budget preparation
- General office management

Education Background

1999 - 2000 Alliance Française
Attained level one Degree in French Language

2000 Kenya School of Professional Studies– Diploma

KNEC & Pitman Examinations

Typing III (50wpm)	Shorthand 120wpm (III)
Business English (III)	Secretarial Duties (II)
Office Management (III)	Office Practice (II)
Commerce (II)	

Internal Exams

Elements of Accounts	- Introduction to Law
Personnel Management	- Public Relations
Professional Development	- French

2003 University of Nairobi

Computer Packages

2005 Graffins College

Diploma in Public Relations

2012 Perusing a Higher Diploma in Human Resource Management

Passed in Human Resource Management, Organisation Behaviour Human Resource Development, Employee Relations, Customer Relations, Personnel Information System

Referees

Prof. J. W. Kimenju

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Upper Kabete Campus
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