

CURRICULUM VITAE

Ms. Margaret Wanjiku

University of Nairobi
Department of Customer Experience and information Centre
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Kenyan citizen.

CAREER OBJECTIVES

To be efficient in a challenging position that will fully harness my potential and embrace integrity, teamwork and high quality productivity for the benefit of the target population, employer and myself under minimum or no supervision.

SHORT PROFILE

I am currently working as an assistant registry supervisor, University of Nairobi, department of central administration. I worked as an administrator at the teaching practice office since 2006 to 2017 July, managing and coordination of all the distance learning programmes at the School of Continuing and Distance Education University of Nairobi on temporally basis. Later joined Open distance and e-Learning campus Call Centre, at the University of Nairobi Department of Research, Evaluation and lifelong courses as an administrator and customer care provider. This was a new venture for the campus and left it successful and yielding as expected by the employer, before being deployed to Customer Experience and information Centre, as a customer Executive, Professionally trained by Cisco on Customer Service and care at the University of Nairobi, where I have been working until I transferred to my current position.

EDUCATION

- 2012- Certificate in Adult Education and community Development, University of Nairobi
- 2012- Financial accounting stage I, financial accounting, Principles of Management Entrepreneurship, Business mathematics and Law
- 2009-2010: Diploma in Business Administration. Kenya Polytechnic University College. Statistics, Commercial law, Financial and cost accounting, Economics and business development, Communication and report writing, Elements of management.
- 2008- Certificate in Business Administration. Kenya Polytechnic University College Principals and practice of communication, Introduction to law, Principles of accounts, Commerce, Business organization.
- 2002 Certificate in Information Technology. Wantech Computer College Basic Computer applications
- 1998-2001 Certificate of Kenya secondary Education. Kalalu Secondary school
- 1990-1997- Certificate of Kenya Primary Education. Umande Primary School

PROFESSIONAL TRAINING

- Jan 2019- Training on UoN- Hyperflex technology and customer service. Organized and facilitated by CISCO.
- Feb. 2018- Professional Customer service and customer satisfaction training organized and facilitated by CISCO.
- 2009- Training of Trainers and production of Distance learning materials organized by Kenyatta University and facilitated by Nairobi University. Participated as an administrator.
- 2007-2017 Training on Teaching practice procedures organized by University of Nairobi. Participated as a facilitator and customer care.

EMPLOYMENT

- Current- Personnel registry assistant University of Nairobi, Central administration department.
- 2018 August- 2019Dec - Customer executive at the University of Nairobi Customer Experience and Information Centre. This is a new venture for the University of Nairobi, also Participate in all the University functions as a customer care.
- 2017-2018 May- Administrator and call Centre agent at the Open distance and e-Learning Campus, department of Research, Evaluation and lifelong courses. This was a new venture for the campus and left it successful and running as expected by the employer before being deployed to my current position.
- 2006-2017 May- Teaching Practice Administrator for distance learning programmes University of Nairobi, School of Continuing and Distance Education.(B.Ed Arts, B.Ed Science and Post graduate in Education).

ADMINISTRATIVE RESPONSIBILITIES

Currently I work as an assistant registry supervisor, University of Nairobi Central Administration.

2018 Aug-2019 Dec- customer executive at the University of Nairobi Customer Experience Centre.

2017 June-2018July- Administrator and call Centre agent, ODeL Campus, department of Research, Evaluation and lifelong learning courses. Organizing trainings on the short courses that were offered by the department, making budgets and identifying the facilitators of the training based on the subjects. Attending and recording all queries from the students, Report writing, analyzing and compiling data for performance contract exercise.

2006-2017 May- Teaching practice administrator, managing all the enrolled students in the distance learning programmes during the teaching practice exercise, equipping both the students and the supervisors with the relevant materials they need while on the field, attending to all the arising matters during the exercise, following up on the supervision progress and after, compiling all the marks, recording and forwarding them to the relevant office for final entrance on time.

SKILLED IN

- Professional Customer care and handling trained by CISCO.
- Business administration
- Office management
- Good interpersonal relationship with people from all cultures.
- Good in both written and spoken English and Swahili languages.
- Taking data and records keeping.
- Performing under minimal or no supervision
- Computer proficiency

INTEREST.

- Reading
- Guiding and counseling
- Public service.
- Adventuring.

REFEREES

Dr. Fredrick Adero
Director, CEIC
University of Nairobi
0721289963

Dr. Raphael Nyonje
Coordinator, RE&LLC
University of Nairobi
0722982964

Kukubo Barasa
Teaching Practice Coordinator,
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Dr. Juliana Mutoro
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