

CURRICULUM VITAE

Ruth Mbula Ndambuki
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Marital Status: Single
Age: 50
Religion: Christian
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ACADEMIC BACKGROUND

1986-1989 Kenya Certificate of Secondary Education (KCSE)

Mean grade D+

1978-1985 Kenya Certificate of Primary Education (KCPE)

Monguni Primary School

Attained 350 Points

PROFESSIONAL QUALIFICATION

2015: UNIVERSITY OF NAIROBI
Chinese Language
Distinction

2006 Kenyan College
Diploma in: Reception procedures
Telephone theory
Telephone Techniques
Switchboard Techniques
Communication Skills
Reports and Letter writing
Forms, Records and Filling

2005-2006 P.C.E.A Mwiki Educational Center
Computer Course - Certificate level

1990 Premier College - Telephone Operator

WORK EXPERIENCE

2018: Deployed to customer executive and information centre

2015 To date : School of Business –Lower Kabete Campus

2011-2015: Kenya Science Campus-Main Switch Board/Reception Office

2006-2010 University of Nairobi Dental School –Main Switchboard
2004-2005 University Main Campus Switchboard
2000-2003 Institute of African Studies
1997-1999 University Health Services-Main Switchboard
1995-1996 Parklands Campus-Main Switchboard
1992-1994 Main Campus-Main Switchboard

RESPONSIBILITIES

Managing both internal and external calls and giving the customers the right information.

Ensuring that all customer questions and complains are resolved in a timely manner.

Takes incoming customer service calls within 20 seconds.

TRAININGS ATTENDED

March 2018 Customer care training

May 2017 Customer care training

HOBBIES

Music, travelling, reading of novels

REFERENCES

Francis Kivindu
Assistant Registrar
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