

# **CURRICULUM VITAE**

Ruth Wanjiru Ndarwa  
Mobile Tel.: 0724-909870  
Email: [ruth.ndarwa@uonbi.ac.ke](mailto:ruth.ndarwa@uonbi.ac.ke)

## **PROFILE:**

I am self-motivated, flexible, hardworking, team player with excellent interpersonal, analytical and communication skills that equips me with enough courage to work with people of diverse backgrounds and make the best of opportunities to achieve the desired goals.

## **WORK EXPERIENCE**

1989-1992 : Clerk Grade 11(USAB)

1992-2003 : Operator Grade 111

2009 to Date: Operator Grade A

## **DUTIES AND RESPONSIBILITIES AT DATA-COM OPERATIONS**

- Testing of Lines before 8am
- Supervise & Ensure that all operation staff report on duty in good time.
- Report faulty; Direct, Switch-board & Ext Lines to Technical Teams
- Supervising Staff at the Call centers
- Making random visit to Switch-board in Colleges & collecting Data partnering to work
- Preparing weekly duty roster for operators
- Monitoring handling of Operation Equipments
- Assisting difficult customers referred by operators
- Ensure clean working environment

## **EDUCATION BACKGROUND**

Secondary school:

- Kenya Certificate of Education (KCE)  
( Kagwe Girls Secondary School )

Primary school:

- Certificate of Primary Education  
(Karatina Primary School)

## **PROFESSIONAL QUALIFICATIONS**

1991: Certificate in Operations & Reception  
(*Premier College*)

1993: Certificate in Proficiency on OMNI-PABX  
(*ATEA Technical Training Center*)

2005: Diploma in Telephone & Reception Skills-DISTINCTION  
(*Graffins College*)

2007: Microsoft Office User Specialist- DISTINCTION  
(*Zetech College*)

## **INTERESTS/HOBBIES**

Reading, Traveling & Modern Operation Techniques

## **SOCIAL WORK**

Participating in Charitable work

Participating in Church Activities

Working comfortable with others & not shying away from any responsibility.

## **PERSONAL DETAILS:**

Date of birth : 1968  
Gender : Female  
Nationality : Kenyan  
Marital status : Married  
Languages : English and Kiswahili  
Religion : Christian

## **REFEREES:**

(1) August Muthui  
CHUNA Sacco Accountant  
Box 30197-00100,Nairobi  
Mob.No. : 0722-331193

(2) Ann Wambui  
Church Bishop  
Box 3088 - 00100,Nairobi  
Mob.No. : 0721-632830

(2) Moses Kamau  
Class Teacher  
Box 2041 - Kiambu  
Mob.No. : 0721-458340