**CURRICULUM VITAE**

**PERSONAL DETAILS**

NAME: JACQUELINE KABURA MWANGI

POSTAL ADDRESS: 45355-00100, NAIROBI

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**ACADEMIC QUALIFICATIONS**

**2004-2010** **UNIVERSITY OF NAIROBI**

**Masters of Business Administration (MBA)**

Human Resources

**1998-2002 UNIVERSITY OF NAIROBI**

**Bachelor of Arts (BA)**

Public Administration and Literature

**PROFESSIONAL QUALIFICATIONS**

**2020-2021 COLLEGE OF HUMAN RESOURCE MANAGEMENT**

 Kenya National Examination Council (KNEC)

 Higher Diploma in Human Resources Management

**WORK EXPERIENCE**

**Feb 2020 to Dec 2023 University of Nairobi**

**Senior Administrative Assistant, Clinical Studies Department, Faculty of Veterinary Medicine**

Duties;

* Personal Assistant to the Chairman, Department of Clinical Studies
* Secretary to the Departmental meetings and Heads of Sections meetings and any other meeting that may be called for by the Chairman.
* Coordinate and oversee the activities and smooth running of the Chairman’s office.
* Assist the Chairman in gathering and filing Performance Contract (PC)

evidence and compiling the overall PC reports and the PCMIS.

* Supervise the working of all support staff and the signing of daily reporting time and exit time.
* Supervise, plan and coordinate annual leave for all non-teaching staff and off-duty days where applicable.
* Manage and coordinate transport in the department including linkage with relevant transport offices for trips outside Nairobi.
* Ensure proper maintenance, licensing and cleanliness of the departmental vehicles.
* Assist in Animal Hospital Management such as overseeing the process of sick animal case reporting, admission and discharge from small and large clinic operations in liaison with the Chairman.
* Ensure the public image of the department is good by monitoring public relations with clientele at the reception services of the department.
* Monitor the flow of revenue and debt collection from all departmental IGUs and ensure they are credited to the departmental vote by following with the Faculty Accountant and update Chairman on this from time to time.
* Manage financial matters that require follow-up with the Faculty Accountant for departmental needs as may be specified from day to day.
* Assisting Lecture’s with grants to procure items using both EPMIS and AIE system
* Supervise and ensure cleanliness of all departmental premises such as lecture theatres, offices, hospital working areas, laboratories, washrooms and including grounds around the department by liaising with the Faculty Caretaker.
* Taking minutes during postgraduate defence meetings and ensuring all documentation is forwarded to the Dean’s office.
* Assisting students and Lecturers of the department with various queries.
* Any other duty as may be assigned by the Chairman, Department of Clinical Studies.

**June 2013 to Feb. 2020 University of Nairobi**

 **Senior Administrative Assistant, Library Department**

Duties**;**

* Drafting and compiling minutes of senior staff and management meetings.
* Drafting mail for transmission to staff members to notify them of meetings and circulate documents and other relevant information to them.
* Maintaining records and filing of various documents in accordance with ISO standards.
* Serving as a member to various Library committees.
* Administrator of management systems like EPMIS, USPAS, PCMIS for the department.
* Update and chase delegated tasks to ensure progress to deadlines.
* To contribute towards the successful implementation and completion of identified projects in a lead or supporting role.
* Maintain inventory and order office supplies.
* Sourcing for quotations.
* Handles sensitive and extensive confidential information.
* To ensure that confidentiality and data protection requirements are maintained and adhered to.
* To ensure the maintenance of a healthy, safe and secure working environment through ensuring compliance with health and safety requirements.
* Complete duties and responsibilities in compliance with Library’s standards, policies and guidelines.
* Supports the values and institutional goals as defined in the Library’s Strategic Plan.
* Perform other duties as assigned.

**March 2011 to May 2013 Kenyatta University**

 **Administrative Assistant, Examination Section**

Duties;

* Responding to general correspondences, writing briefs and memos.
* Ensuring effective management of office equipment and organizing service for the same.
* Delegating tasks to the messengers, the cleaning staff and clerks.
* Ensuring the archived documents are safe and easy to retrieve when required.
* Maintaining a filing system on office records and files on different subjects.
* Standing in for the Head of Section in her absence and attending meetings on her behalf.

**January 2006 to Dec 2011 British Council of Kenya Invigilator**

Duties;

* Invigilating candidates in (ACCA) Association of Chartered Certified Accountants, (CIPS) Chartered Institute of Purchasing and Supply and (CFA) Certified Financial Analysts.
* Responding to candidates queries where necessary.
* Member of the focus group deliberating on issues affecting candidates and invigilators and coming up with solutions on the same.

**July 2007 to Jan 2009: LIIT Business School.**

 **Administrator**

Duties;

* Receiving and making the necessary payments on behalf of the college.
* Ensuring that office equipment is used appropriately and are in good working condition.
* Managing petty cash.
* Marketing the school to potential students.
* Managing all office correspondence.
* Informing and advising clients on what courses to take.
* Manage customer queries, complaint resolution and escalation process.

**June 2006 - Oct 2007: Central Depository Settlement Corporation**

**Data Clerk**

 Duties;

* Data input of trades that have been executed.
* Follow up with brokers to ensure correct allocation of traded shares has been done.
* Reconciling data with Nairobi Stock Exchange and amending where necessary.
* Data recording at the NSE trading floor.
* Manned the CDSC stand at the Nairobi International Trade Fair 2006. .

 **Jan 2003 - Dec 2005: Sai Office Supplies Ltd.**

 **Customer Relations Officer**

 Duties;

* Sending out Quotations to clients.
* Follow up with the clients and ensure the units are picked up and charged where applicable.
* Maintaining the Sai job card database daily.
* Handling all correspondence relating to spares with APC and EPSON manufacturers.
* Preparing monthly reports for both sales out and repairs for APC and EPSON.
* Speaking to clients on preventative maintenance.
* In charge of the technicians and organizing site visits.
* Feed-back to management on information acquired from the client on a monthly basis.
* Investigating and solving customers’ problems in liaison with brand-managers or technicians.
* Developing customer service procedures, policies and standards.

**MEMBERSHIP OF A RECORGNIZED PROFESSIONAL ADMINISRATION OR MANAGEMENT BODY**

 Full time member of the Kenya Institute of Management, member number M-63399.

**PROFESSIONAL COURSES ATTENDED**

**2022** Successfully completed a Counseling Certificate Course

**2011** Successfully completed In House Training on Minute Taking and Report

 Writing Skills

**2016** Successfully completed In House Training on Industrial Relations and

 Effective Skills in Leadership and Management Workshop

**REFEREES**

Angela Mumo

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