

**SUSAN WANJIRU MUCHINA**  
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### **CAREER PROFILE**

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An Administrative Assistant with vast IT expertise and proven ability in managing and updating of websites. In addition to this, my training in Public Relations and Communication gives me a cutting edge in handling challenges associated with demanding administrative offices.

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#### **Education & Professional Qualifications:**

- Bachelor of Science in Public Relations and Communication, Second Class Honors (Upper Division) , Moi University, Nairobi Campus, April 2007-April 2010
- Higher Diploma in Information Technology, Kenya School of Professional Studies (currently International University of Professional Studies), September 2004-August 2005
- Diploma in Information Technology, School of Professional Studies (currently International University of Professional Studies), January-December 2003
- Certificate in secretarial studies, Reeswood Secretarial College, January-December 1996

#### **Key Professional Skills:**

- High-level customer service and administrative skills
- Excellent written and spoken communication skills
- Proven knowledge and skills in websites and databases management
- Good interpersonal and organizational skills
- Ability to plan and execute strategies

#### **WORK EXPERIENCE**

**Senior Administrative Assistant, September 2018 – to date**  
**Information Communication and Technology Centre (ICTC)**  
**University of Nairobi;**

##### **Duties and Responsibilities:**

- Provide necessary administrative support to enable the office of the Director, ICTC run effectively and efficiently
- Draft advertisements and perform marketing functions
- Facilitate functions, events and perform public relations duties which include coordination of corporate social activities in line with ICTC services
- Identify income generation opportunities
- Facilitate by organizing and taking minutes for ICTC meetings
- Facilitate by collecting and submitting Performance Contract reports

**Senior Administrative Assistant, January 2013 to date**  
**Office of the Deputy Vice-Chancellor, Research, Production & Extension**  
**University of Nairobi;**

##### **Duties and Responsibilities:**

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- Manage/update the Deputy Vice-Chancellor (Research, Production and Extension) website (<http://dvcrpe.uonbi.ac.ke>) and related social media
- Part of Editorial Team for the *Utafiti* Newsletter – a publication of the Research, Production and Extension Unit
- Part of Editorial team for the Research Annual Report – an annual publication that highlights research activities of the University
- Supervision of records keeping as per Quality Management Systems procedures on Control of Records and Control of Documents
- Facilitate meetings of Heads of Departments and Administrators
- Management of databases for ongoing research, research associates, individual research plans, research stakeholders
- Provide IT related technical support
- Source funding for opportunities and dissemination to the University of Nairobi fraternity
- Processing of applications for the Deans Committee Research Grant
- Maintain the asset register for the Office of the Deputy Vice-Chancellor (Research, Production & Extension)

**Promoted to Senior Computer Technologist/Web Champion, June 2008 to December 2013;**

**Computer Technologist, August 2004 to 2008**

**University of Nairobi, School of Physical Sciences;**

**Duties and Responsibilities:**

- Updating the School's website with relevant information and graphics
- Copyediting and proofreading all web content for completeness and accuracy
- Minute-taking for Dean's Office staff meetings and preparation of various examination related communication and reports
- As an Examinations Officer, I was in-charge of the Student Management Information System (SMIS) in the School of Physical Sciences
- Configuration of new users and equipment according to established institutional policies and standards
- Offering user support to the students computer laboratory and ensuring effective, efficient and reliable services to end users

**Student Associate;**

**International Livestock Research Institute, (ILRI), June-July 2009;**

**Duties & Responsibilities:**

- Was responsible for retrieval, editing and updating of staff profiles in both the intranet as well as the external website
- Helped select web top stories and sourced related materials
- Assisted the Corporate Communications Administrator in illustrating, proofreading, fact-checking, formatting information on the intranet and media monitoring

**Data Entry Clerk;**

**University of Nairobi, College of Agriculture and Veterinary Sciences, Nairobi, September 1998-August 2004;**

**Duties and responsibilities:**

- Established and maintained an effective and efficient fee records management system
- Performed basic clerical duties such as typing minutes, letters, memos as well as preparation of various reports and budgetary presentations required for donor projects
- Administered networks and provided end-user support including in-house training
- Contributed to team effort and accomplished related results as required

### **Trainings Attended:**

- First Aid training – 19<sup>th</sup> – 20<sup>th</sup> June 2012
- Effective Minutes Taking and Management - 10<sup>th</sup> – 11<sup>th</sup> March 2011
- Disaster Management – 7<sup>th</sup> – 8<sup>th</sup> February 2011
- Customer Service – Know Your Customer – 23<sup>rd</sup> – 24<sup>th</sup> September 2009

### **Other Roles Previously Performed:**

- Receptionist/Copy Typist, Scripture Union of Kenya, January-March 1997

### **REFEREES:**

#### **Mr. Christopher Moturi**

Director  
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