

Wilfridah Nyambeki Onwong'a

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Bio Data

Gender: Female

Date of Birth: 20th Oct 1986

Nationality: Kenyan

Personal Profile

I am a result-driven professional with aspiring progressive career. I am a highly effective communicator, excellent researcher and team leader with a proven confidence and trust, strong record of helping organizations and groups meet goals by building relationships to gain commitment. I have acquired a high degree of versatility, endurance and experience in my Professional work having worked in various organizations and currently working as an ICT Technical Assistant. I desire to work within a challenging and rewarding environment that will give me an opportunity to utilize my acquired skills, apply my academic knowledge that leads to both personal and organizational growth to international standard.

Education

Sept 2010 - Dec 2013

Masters of Arts in Rural Sociology and Community Development

University of Nairobi

Sept 2005 - Dec 2009

Bachelor of Arts in Sociology and English

Attained: 2nd Class Upper

Kenyatta University

May 2005 – Sept 2005

Diploma in Computer Application

Computer pride

2001 - 2004

Kenya Certificate of Secondary Education

Attained: Grade B (Plain)

Moi Girls Secondary School Isinya

Skills

- **Development and Operational Effectiveness:** Ability to lead strategic planning, results-based management and reporting. Ability to go beyond established procedures and models, propose new approaches which expand the range of programmes.
- **IT skills:** I have adequate IT skills. I am able to collate, store and present data effectively using computer technology.
- **Administration Skills:** strong communications, presentation, negotiations, analytical, decision-making, planning, organizational and relationship management skills
- **Education and Training:** Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training
- **Research skills:** I am able to source required information, evaluate and present the findings to completion of my tasks.

- **Commercial awareness:** I have an understanding of the market, consumer wants and needs and the business requirements of the client are essential for success in customer service.
- **ICT Competence-** Good command of Microsoft Office tools, word processing, data handling and processing, presentation, operating systems and internet.
- **Analytical and problem solving:** I have the ability to visualize, solve complicate problems in the best way and make accurate and informed decisions.

Work Experience

Jan 2011 to date

University of Nairobi

Position: ICT Technical Assistant

Responsibilities:

- User support
- Computer hardware troubleshooting
- Troubleshooting and sharing of printers
- Terminating and setting of network cables
- Updating website
- Handle office administrative duties

Dec 2011 - June 2012

South Eastern University College

Position: Research Assistant

Responsibilities:

- Fieldwork coordination
- Data collection and processing
- Report writing
- Data dissemination
- Other duties as assigned

Feb - April 2010

Pioneer International College

Position: Call Centre Customer Representative

Responsibilities:

- Sell product and keep data in computer system
- Provide customers with product and service information
- Follow up on customer inquiries not immediately resolved.
- Complete call logs and reports
- Research customer needs and trends
- Provide on-the-job training for new employees or students
- Responsible for customer feedback

July - Aug 2008

Kenyatta National Hospital

Position: Intern as Medical Social Worker

Responsibilities:

- Case work
- Networking
- Home placement and rehabilitation discharge planning
- Community work

Additional Information

Hobbies and Interests

- Travelling
- Reading
- Socializing

Referees

Mr. Nicholas Owino
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