

## **MWANGI PAULINE WANGECHI**

**Email:** polinmwangi6115@gmail.com | **Phone:** +254795333837

**Address:** 166, Nyeri | **Nationality:** Kenyan | **Marital Status:** Single

**LinkedIn:** <https://www.linkedin.com/in/pauline-mwangi-645b20286>

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### **CAREER OBJECTIVE**

Motivated and dedicated ICT diploma graduate seeking to contribute effectively to organizational growth while advancing my professional goals. I value integrity, accountability, self-motivation, and innovation—principles that drive my work ethic and personal development. My goal is to mentor others and support the advancement of society through technology and national development.

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### **EDUCATION**

#### **Kiriri Women's University of Science and Technology**

Diploma in Information Communication and Technology

2023 – 2024 (Distinction)

#### **St. Bakhita Gataragwa Girls High School**

Kenya Certificate of Secondary Education (KCSE)

2016 – 2019 | Grade: C (Plain)

#### **Giakanja Primary School**

Kenya Certificate of Primary Education (KCPE)

2007 – 2015 | Marks: 303

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### **EXPERIENCE**

**Attachee – National Health Insurance Fund (NHIF)**

Ongata Rongai Branch

Sept 2023 – Dec 2023

- Provided customer care support to clients with NHIF-related inquiries.
  - Collaborated in a team to process client information and manage service desks.
  - Gained experience in adapting to dynamic work environments and improving communication.
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## **SKILLS**

- Teamwork & adaptability in fast-paced environments
  - Excellent communication and interpersonal skills
  - Proficient in Microsoft Word & Excel
  - Familiar with data collection, analysis, and reporting
  - Programming languages: C++ (with foundational experience)
  - Time management & attention to detail
  - Strong documentation and organizational skills
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## **PERSONAL INFORMATION**

**Date of Birth:** 03/04/2002

**ID Number:** 39312638

**Gender:** Female

**Religion:** Christian

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## **REFEREES**

### **ANN NYAWIRA MURIITHI**

Compliance Desk, SHA Ongata Rongai Branch

Phone: 0722879618 | Email: nyawirette@gmail.com

### **Kavila Augustus**

Lecturer, Kiriri University

Phone: 0717003493 | Email: kavila.aug@gmail.com

### **Linda Birech**

Customer Care Desk, SHA Ongata Rongai Branch

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