

CURRICULUM VITAE

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Location: Nairobi, Kenya



Professional Summary

Initiative-taking and highly flexible professional, having amassed skills in teamwork and solidarity spirit, and critical thinking skills. Managed to progressively grow in my career and as a result conducted several things, among them ensuring organization satisfaction, cost reduction, and ensuring all the duties given to me were done to perfection. It has always been my desire to work in a more challenging environment that will enable me to better exploit my potential, display my skills and abilities in all accorded related roles, and affect my profession through integrity and service excellence.

Essential Skills and Competencies Acquired.

- **Cost reduction skills:** Experience in showing wasteful cost centers and proposing reduction methods.
- **Administrative and Management Skills:** Profound ability to prepare paperwork alongside the great ability to sort, check accuracy, and diligence.
- **Planning and organization:** Experience in keeping communication and order in filing records.
- **Communication Skills:** Excellent written and verbal communication skills. Confident, articulate, and have courteous professional speaking abilities.
- **Process Management:** Aligning processes with an organization's strategic goals, designing, and implementing process architectures, and proving process measurement systems that align with organizational goals, to manage processes effectively.
- **Client management:** constantly updating clients on progress, while giving them a reason to celebrate through the process and exercising patience.
- **Health and safety management:** Implementing practices, procedures, and resources that ensure occupational safety and health policy.
- **Information Skills:** Capacity to prepare statistical and written reports. I developed this skill through my work experience and career progression.
- **ICT Competence:** Good command of Microsoft Office tools, Word Processing, Data Handling, and processing, presentation, operating systems, and the internet. .
- **Extra Computer Skills:** Good at basic skills in Networking and Programming.

Education

- ❖ 2024 Certificate in Software Engineering.
 - Power Learn Program Africa.
- ❖ 2023 Certificate in Virtual Assistant.
 - Ajira Digital Program
- ❖ 2013 Prester Computer College.

- Computer classes
- ❖ 2009-2012 Ruchu Girls Secondary School.
 - Kenya Certificate of Secondary Education (K.C.S.E)
- ❖ 2001-2008 Njiris Junior Academy.
 - Kenya Certificate of Primary Education.

Skills acquired.

- Strong communication skills.
- Marketing & Brand Activation.
- Leadership & Team Management.
- Customer Service & Interaction.

Professional Experience

Virtual Assistant. 2024-2025

- Managed administrative tasks, including scheduling and correspondence.
- Assisted with data entry and organization of files.
- Supported project management and client communication.

Worldcoin Organization. (crypto currency) 2022-2023

Position: Brand Ambassador/Team leader.

- Managed administrative tasks, including scheduling and correspondence.
- Assisted with data entry and organization of files.
- Supported project management and client communication.
- Coordinated a team of brand ambassadors for marketing activations.

Rainbow Ruiru Resort 2022

Position: steward

- Oversaw the cleanliness and organization of dining and service areas.
- Ensured customer satisfaction by addressing inquiries.
- Assist in the preparation and serving of food and beverages to guests.

Treasure Agencies, EXP Agencies, Trublack Agencies. 2022

Position: Brand Ambassador.

- Represented the brand at events and engaged with potential customers to promote products or services.
- Built and maintained relationships with clients and stakeholders to enhance brand visibility.
- Provided feedback and insights to the brand regarding market trends and customer preferences.

Hipora Business Solutions EA. 2018-2020

Position: Loss Control Officer.

- Oversaw security measures and loss prevention strategies.
- Monitored and analyzed inventory levels to prevent loss and theft.
- Conducted regular audits and inspections of store operations.
- Trained staff on loss prevention techniques and policies.
- Collaborated with law enforcement on theft investigations.
- Prepared reports on loss incidents and recommended improvements.

Rongai Supermarket. 2017**Position: Line manager.****Key Responsibilities:**

- Oversaw daily operations of the supermarket, and ensured efficient workflow.
- Managed staff schedules, training, and performance evaluations.
- Monitored inventory levels and coordinated restocking efforts.
- Ensured compliance with health and safety regulations.
- Addressed customer inquiries and resolved any issues.

Mt. Kenya University.; 2015**Position: Housekeeping****Key Responsibilities:**

- Responsible for maintaining cleanliness and order in assigned areas.
- Performed routine cleaning tasks, including dusting, vacuuming, and mopping.
- Managed laundry services, including washing, drying, and folding linens and garments.
- Ensured proper handling and storage of cleaning supplies and equipment.
- Adhered to safety and sanitation standards at all times.
- Reported maintenance issues or safety hazards to management promptly.
- Assisted in inventory management of cleaning and laundry supplies.
- Provided exceptional customer service to guests and residents.
- Collaborated with team members to achieve efficient workflow.
- Participated in training and development programs as required.

Rock City Gardens:2013-2014**Position: Waitress.****Key Responsibilities:**

- Provided excellent customer service to ensure a positive dining experience.
- Took and accurately processed customer orders promptly.
- Maintained cleanliness and organization of the dining area and service stations.
- Assisted in food and beverage preparation as needed.
- Handled customer inquiries and resolve any issues promptly.

Referees

Hipora Business Solutions Ltd.
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Worldcoin Organization.
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Ruiru Rainbow Resort.

Tel; 0202061448.