|  |  |  |
| --- | --- | --- |
| Contact PHONE:  (360)643-8900  EMAIL:  [koiwambugu@gmail.com](mailto:koiwambugu@gmail.com)  **Profile**  I am an educated, intelligent, and driven immigrant with a diverse work experience.  I started my career specializing in English language media in Kenya, working my way from writing features for magazines to running the television and radio news desk for Kenya Broadcasting Corporation, broadcasting daily as a media personality, and finally transitioning to government corporate communications.  In recent years, I started again in the United States, working in retail, stocking and sales until I discovered my passion for manufacturing quality assurance. My communication skills and relentless work ethic ensure I am an asset in any role.  I am seeking an opportunity for challenging work that will grow my skills while providing value to my employer. |  | MOURINE WAMBUGU SKILLS AND ABILITIES  * A writer and published author – (Co-Authored “Kenya” a book Published by Nelles Guides 1991). * Good proof-reading skills. * Solid sub-editing experience. * Strong verbal, interpersonal and written skills. * Good organization skills with the ability to multi-task. * Adept team player. * Proficient in word and excel. * Language proficiency and translation – English, Swahili, Gikuyu and Kamba.  WORK EXPERIENCE QUALITY ASSURANCE SUPERVISOR – March 2018 to November 2020  K&H Printers and Lithographers – 7720 Hardeson Rd, Everett WA 98203   * Worked and was guided by the company’s stated policy of perfect and timely product. * Identified and root caused quality issues in the printing process in real time. * Proactively analyzed production processes to anticipate issues. * Trained and supervised Quality Assurance Contractors. * Authored standard operating procedure documents for the Quality department. * Worked closely with the production manager and the business operations vice president to escalate downstream failures and identify failure source. * Authored post-mortem reports on quality issues and photographed faults and errors for education and training purposes. * Conceived, advocated for, and implemented a project to create benchmark training material as a yardstick for new hires. * Respond to identified issues by rapidly creating multimedia reports and presenting them to top management in person in order to allow for the effective deployment of remedial measures. * Developed in depth knowledge of each of the production stages including pre-press, printing (digital printing and off-set press printing), finishing (cutting, trimming and folding), insertion and addressing, packaging, mail assembly reconciliation system, and shipping. * Proof-read production pre-press material for onward client approval. * Supervised collection and archival of samples, both intermittently and random spot check, to ensure a record of actual production output on the hour to a resolution of approximately 2500 ballots. * Respond to customer complaints by analyzing archival samples to identify and differentiate production versus customer errors. * Attended preparation and strategy meetings prior to peak production jobs. * Presented status reports at production team meetings twice per week.   PACKAGE HANDLER – December 2017 (peak season contract)  FedEx Express – 22028 26th Ave SE, Bothell, WA 98021   * Worked in the fast-paced centre sorting packages and loading them onto the belt for scanning as per the company standards. * Observed personal safety and package-handling guidelines. * Helped Delivery Drivers scan and load packages into vans. * Learnt the final step of the delivery process as Driver’s Helper to rush packages to customer’s doors, working long hours and in all weather conditions.   PRODUCTION ASSOCIATE – June 2017 – December 2017  Seattle Goodwill- Everett Outlet -2208 W Casino Road, Everett, WA 98204   * Worked in the fast-paced production warehouse. * Operated the textile baler. * Operated the sorting line machines. * Operated Pallet Jacks to move boxes of goods within the different sections of the production floor. * Identified special goods for promotions and online auctions. * Completed Cashiering, Safety and Quality checks amongst other trainings. * Selected and prepared goods for the sales floor for in-store shoppers to buy. * Sorted and separated different goods for exports and recycle.   VACUUM SALES – March 2017 – June 2017  Park Circle Consulting Inc (Kirby Vacuums Distributor)  – 5705 Evergreen Way, Everett WA 98203   * Identified potential customers via cold-calling and door knocking. * Demonstrated product capabilities to generate interest. * Negotiated deals to maximize closing sale price. * “Silver K” button recognition for top sales of 20 vacuums in one month.   OVERNIGHT STOCKER - October 2016 – May 2017  **Wal-Mart Stores, Inc.** (11400 Highway 99, Everett, WA 98204)   * Stocked the Frozen, Deli and Dairy department of the store. * Worked the fast paced and time-sensitive stocking process that included pulling boxes of merchandise from the freezer or cold rooms on a pallet jack and taking it to the sales floor, unpacking the boxes and wrapping to put the food onto the cooler shelves. * Rotated the stock. At the same time, it was also my responsibility to check expiry dates on produce to ensure consistency with the store’s standards and policy. * Responsible for checking any leaks in milk, juice and other fluid products and withdrawing them from the shelves, then processed them as claims. Expired produce was also my responsibility to process as claims and do appropriate documentation for the attention of the department manager. * Keen learner with a “can-do” attitude: On occasion, I was also assigned different departments of the store such as Dry Foods Grocery, Apparel, Infants and Sporting Goods. * Diverse experience within the departments: In the busy seasons, an overnight stocker would be assigned as many as three departments to stock in the course of an eight-hour shift. * Completed several trainings including customer service, stock taking and POS cashiering, OSHA and HAZMAT.   PROGRAMME OFFICER – January 2011 – September 2014  **Government of Kenya** - (Bishops Road, 00100, Nairobi, Kenya.)   * Set up the Secretariat of the National Action Plan on Accessibility. * Run the daily activities of the Secretariat and staff; Developed Communication Strategies and Advertising Concepts. * Coordinated the various government Departments involved in the Action Plan jointly with Private Companies and Organizations of Persons with Disabilities. * Organized meetings and follow-up activities, planning and executing sensitization campaigns/ workshops/ conferences/events to steer the project as per goals and objectives. * Briefed Director on progress and emerging issues. Prepared speeches and key messages for Press/Media briefings.   NEWS EDITOR AND ANCHOR (Television and Radio) – 2002 - 2010  **Kenya Broadcasting Corporation** - (Broadcasting House, Harry Thuku Road, Nairobi, Kenya.)   * Prudent decision-making in the management of news aired on the Corporation’s radio and television stations. * Meeting tight deadlines for scheduled news bulletins and programs. * Editing news stories generated by reporters to conform to set standards for news bulletins. * Checking accuracy of facts, figures and references. * Identify potential news sources and cultivate good relations with them. * Establish contacts with relevant news sources and stakeholders. * Research for talk-shows and radio productions. * Editing, scripting and voicing for productions. * Writing reports.  EDUCATION  * WA State Nursing Assistant - NAR * DSHS/ Home Care Aide – Cornerstone Healthcare Training Company * Diploma in Public Relations -University of Nairobi – (Kenya) * High School Diploma - Limuru Girls’ School – (Kenya) |