

## **EXECUTIVE BRIEF**

- A result oriented professional in field of civil engineering
- Interest in developing expertise in managing cross functional activities in the field of fibre optics infrastructure, encompassing designs, surveying and supervision of laying of fibre ducts with enhanced consideration of occupational Safety and Health and public safety in general when in operation.
- Firm, honest and excellent relationship builder with success in forming strong, sustainable relationships and securing consensus among cross functional team members for key initiatives. Effective communicator and leader.

## **KEY DELIVERABLES**

### **Professional attachments**

#### **September 2023-present– Fireside Group Solutions**

- + Worked as a project manager for fiber to home department
- + Conduct monthly departmental meetings
- + Request new X-prome account for the new technicians
- + Request for new safaricom badges for new teams on site
- + Team alignment and off schedule for both dispatch and technicians
- + Ensure all tickets for both New and closed installation tickets and Incidences tickets are on workroom
- + Update new and correct team details data on workroom daily
- + Material reconciliation for all purchase orders that is connections/re-locations/poles/trenching/trunking
- + Sharing the purchase order balances and utilization to Safaricom every week
- + Following up on customer dependencies
- + Recording of technician hourly Performances
- + Request materials for new Purchase Orders
- + Monthly Cumulative reports
- + Sharing weekly cumulative reports
- + Approve leave requests for both dispatch and technicians
- + Reconciliation for all received Serial Numbers for both huawei and nokia routers
- + Acknowledgment and responding of mails
- + Following up of tickets on remedy and ensure all are updated and within scheduled timelines
- + Weekly meetings presentation to safaricom updating on progress of pending workloads
- + Billing and receipting of purchase Orders monthly
- + Sharing T-CSAT and Schedule Adherence orefomance with team shared weekly by Safaricom team
- + Submit subcontractor Workload and certificates to management
- + Issuance of materials to technicians upon requested from the company warehouse
- + Following up with clean ups in the allocated regions and clearing snags to maintain cleaning ness in the allocated clusters

## **August 2023-T0 September 2023 – Fireside Group Solutions**

### Key responsibilities

- + Dispatching and closing of FTTH (Fiber to home) tickets
- + Compiling data and preparation of reports and updates
- + Calling and scheduling of clients and answering customer's calls
- + Act as an agent of safety for teams working in the field
- + Arranging scheduled updates
- + Supporting update of material usage and reconciliation
- + Meeting customer's qualifications and expectations

## **September 2021-T0 July 2023 – Adrian Kenya Limited**

### Key responsibilities

- + Dispatcher for Safaricom Fiber home connection in Adrian Kenya Limited
- + Ensure all clients are assisted and ensure smooth flow between customer, Safaricom, technicians and client to avoid any inconvenience
- + working close and hand in hand with fellow colleagues and close coordination with work groups

## **October 2018- July 2020- Optimax Group Limited**

### Key responsibilities

- Supervisor for Safaricom Fibre home connection South C project.(FTTH) ▪ Acquisitioning and Dispatching of fiber tickets of FTTH.
- Customer service
- Assisting Supervisors in maintaining quality standards, ensuring stringent adherence to quality standards, norms & practices, identifying gaps & taking corrective / preventive action in optimax Group limited sites ;
- Worked as a subcontractor dispatcher for Optimax Group Limited in HUAWEI
- Ensuring customer satisfaction by addressing their concerns and contacting other service providers on all related issues through visits, telephone calls and mail;
- Working in close coordination with work groups by conducting best practices to ensure smooth work performance in all the sites
- Civil works supervision while casualties were working along the roads and near any infrastructure

## **September 2017-December 2017- Twiga Construction Limited- Peter Muthoka Site along Tchui Road, Muthaiga**

### Key Responsibilities

- Site resident assistant Civil Engineer
- Safety and health supervisor
- Analysing structural drawing and setting out points on the ground
- Updating site workplan
- Making briefs for the civil Engineer in preparations of Clients briefing
- Taking stock of materials and processing orders for same from companies' main stores

<b>EDUCATION</b>		
<b>Year</b>	<b>Course</b>	<b>Institution</b>
2016-2019	Diploma in Civil Engineering	Kenya Institute of Highways and Building Technology (KHIBT)
2016	Computer studies- International Computer Driving Licence (ICDL)	Jomo Kenyatta University of Agriculture and Technology
2011-2015	Kenya Certificate of Secondary Education	Gatanga Secondary School
2007-2010	Kenya Certificate of Primary Education	Rurago Academy
2003-2006		Fountain Junior Academy

### **ADDITIONAL INFORMATION**

#### **Personal Information:**

Nationality: Kenyan

Date of Birth: 10/03/1998

Hobbies:travelling,swimming,sports(pool,dats,tennis,Volleyball),reading novels,music(playing,listening),exploring.

Sex: female

#### **OTHER CERTIFICATES**

Obtained my drivers licence in 2016 at Kenya Institute of Highway and Building Technology driving school.

### **REFEREES**

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