

EPHANTUS MURIITHI RUNG'A

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Professional Summary

Enthusiast in crime prevention, security and safety with expertise in data verification, administrative support, loss prevention, security management, investigation and control room operations. Proven ability to streamline processes, improve operational efficiency, ensure data accuracy and ensure law enforcement. With proven expertise in working collaboratively with cross-functional teams, I am committed to achieving organizational goals. Result-driven individual with a strong commitment to professionalism and a track record of achieving measurable and impressive achievement. Proficient at managing multiple responsibilities while upholding compliance standards and delivering exceptional service.

KEY SKILLS

- Security Management
- Risk Assessment & management
- Data Verification & Reporting
- Report Making and Analysis
- Documentation and Filing
- Stakeholder Collaboration
- Problem solving
- Incidence Response & Investigation
- Customer Service & communication
- Administrative Support
- Loss Control and Management
- CCTV Monitoring

Professional Experience

Weighbridge Loss Controller – Lady Askari Limited - Dec 2023 - Present

- Developed and submitted daily reports to supervisors, improving decision-making processes in the weighbridge operations.
- Reduced data entry errors by 40% by implementing a cross-checking between system data and paperwork.
- Identified and escalated 5+ discrepancies in delivery documentation, which resulted in recovery of financial losses worth millions within 6 months.
- Improved safety by educating new staff as well as customers on the safety measures at the workplace thus reducing safety related incidences by 50% by 6 months.

Customer Service Officer – Consult Agencies Limited – Jan 2023 – April 2023

- Successfully conducted outreach, marketing and promotion activities, resulting to 30% increase in awareness and sign-ups to the agencies properties.
- Demonstrated exceptional problem- solving skills by effectively addressing queries from both group and office settings, resulting in 95% query resolution rate.
- Increased customer engagement and feedback by implementing and promoting the use of

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quality service tools, resulting in a 20% increase in customer participation

Security Intern – Kenya Revenue Authority – Jan 2022 – Dec 2022

- Prepared incidences and crime report and escalated the reports to the supervisor, this informed the security planning and budget for financial year 2022/2023.
- Trained and directly supervised the contracted security service providers resulting to excellent customer service and detection of security breaches.
- Conducted risk and vulnerability assessment in the premise leading to more budgeting on control measures thus reducing 50% of safety and security incidences within the first 2 quarters.
- Successfully trained staff on emergency response measures and ensured servicing of all firefighting equipment was done, thus improving by 50% awareness and emergency preparedness.

Security Trainee – Kenya Revenue Authority – May 2021 – August 2021

- Conducted time to time security spot-checks within the premise and the warehouse, this made the contracted security team to be vigilant at all times and reduced by 50% laxity related instances.
- Completed investigation to reported cases and generated reports to the supervisors, leading to 90% of evidence-based decisions and solutions.
- Offered administrative support through ensuring documentation and filling, this prevented document loss and achieved easy document retrieval.

Education

- Bachelor of Arts Criminology and Security Studies, University of Embu, 2017 – 2021
- Kenya Certificate of Secondary Education, Kamuiru High School, 2013 – 2016

REFEREES

Provided on request.