

Geoffrey Mwangi Muthoni

Email: gmwangi3174@gmail.com | Phone: +254 708 760017 | Location: Nairobi, Kenya

LinkedIn: [linkedin.com/in/geoffrey-muthoni](https://www.linkedin.com/in/geoffrey-muthoni)

Professional Summary

Versatile professional with more than 5 years of background in compliance-driven, client services, and administrative support positions, combining technical skill with exceptional organizational skills. Experienced in interpreting directives, managing complex documents, and liaising with stakeholders to determine regulatory compliance. Able to function well in high-pressure environments, delivering precise outcomes within tight timeframes, and improving operational efficiency.

Key Skills

- **Policy Compliance & Documentation:** Application of legislation, protocols, and guidelines (e.g., NTSA, Safaricom).
- **Client Service & Stakeholder Liaison:** Resolved inquiries for diverse clients, including government agencies and international partners.
- **Data Management & Reporting:** Designed automated systems for data entry, reporting, and decision-making.
- **Analytical Problem-Solving:** Conducted integrity checks, document verification, and risk mitigation.
- **Software Proficiency:** Expertise in Microsoft Office Applications and custom IT systems.

Professional Experience

Front-End Developer & Customer Care Head

Jendie Automobiles Ltd | Nairobi | 2022–Feb 2025

- **Regulatory Compliance:** Managed activation/suspension of IoT lines for speed limiters, adhering to NTSA and Safaricom regulations.
- **Client Communication:** Issued inspection codes and resolved 50+ daily client queries via phone, maintaining 95% satisfaction rates.
- **Document Verification:** Audited agents accounts and IoT platform data to ensure integrity, escalating 10+ complex cases to senior staff.

- **Process Improvement:** Streamlined agent onboarding for the NTSA portal, reducing setup time by 30%.

Business Support Executive – Data & Technology

Various Organizations (Ministry of Interior, NGOs, Supermarkets) | Nairobi & Nyeri Counties | 2018–2021

- **Policy Implementation:** Captured and analysed data for Kenya's Interior Ministry, ensuring compliance with national guidelines during the Huduma Namba Exercise.
- **Stakeholder Coordination:** Liaised with overseas NGOs and supermarkets to streamline stock management systems, reducing discrepancies by 25%.
- **Training & Compliance:** Trained 10+ staff on IT systems and data integrity standards, improving organizational adherence to protocols.

Asset Administrator

Alma Kilifi Properties & Nyali Capital Ltd | Kenya Coast | 2015–2018

- Managed financial records, contracts, and payroll while ensuring compliance with Kenyan tax laws.
- Reduced overdue accounts by 40% through systematic follow-ups and improved account management.

Education

- **Certificate in Web Development & Programming**, Udemy | 2021
- **Certificate in Business Management & Technology**, KEPSA Youth Program | 2018
- **Kenya Certificate of Secondary Education**, Matuu High School | 2011

Referees

1. **Kevin Njoroge**, Supervisor, Jendie Automobiles Limited
Phone: +254 714352738 | Email: nknkevin@gmail.com
2. **James Kinuthia**, IT Manager, Jendie Automobiles Limited
Phone: +254 725091605 | Email: jameskinuthiary@gmail.com