

# CURRICULUM VITAE

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## **Personal Profile**

I am a dynamic project management graduate with over four years of experience delivering impactful projects in healthcare, gender-based violence, and mental health. Recently, I have ventured into web development, learning HTML, CSS, and SQL to broaden my skill set. I am passionate about combining my project management expertise with technology to create innovative solutions that positively impact communities. My goals are to provide reliable project support and innovative approaches for both organizational and personal growth, while continuously contributing to tech-driven projects

## **Work Experience**

### **J&C Power Supply and Electronics, Nairobi, January 2023 to date**

Position : Communication and Relationship Executive

### **Key Responsibilities**

- Spearheading the development and implementation of highly effective business strategies that resulted in increased customer acquisition, amplified store traffic, and improved overall profitability.
- Preparing comprehensive reports analyzing buying trends, customer preferences, and financial performance, providing valuable insights for strategic decision-making.
- Successfully managing store budgets, ensuring efficient allocation of resources and maintaining accurate financial records.
- Monitoring inventory levels, proactively identifying demand patterns and promptly placing orders for new items to prevent stockouts and optimize customer satisfaction.
- Acting as a dedicated point of contact for customer complaints and concerns, swiftly resolving issues to maintain high levels of customer satisfaction and loyalty.

### **German Imaging Technologies, Nairobi, June 2022 to December 2022**

Position: Relationship Executive

### **Key Responsibilities**

- Conducted extensive market research to identify potential sales opportunities and evaluate customer needs, resulting in a deeper understanding of target markets and enhanced customer engagement strategies.
- Proactively pursued new sales opportunities by leveraging various channels, including cold calling, networking, and social media, effectively expanding the customer base and driving revenue growth.

- Developed and delivered compelling presentations on products and services, showcasing key features and benefits to prospects and clients, leading to increased sales conversions.
- Generated comprehensive reviews and reports encompassing sales and financial data, providing valuable insights for sales performance evaluation and strategic decision-making.
- Actively represented the company in exhibitions and conferences, establishing a strong presence and building partnerships with key stakeholders to enhance brand visibility and foster business collaborations.
- Demonstrated strong negotiation skills to successfully close deals, ensuring mutually beneficial agreements, while effectively addressing and resolving customer complaints and objections, maintaining customer satisfaction and loyalty.

### **Youths for Green Action Kenya, Nakuru, January 2021 to January 2022**

Position: Programmes Manager (Volunteer)

#### **Key Responsibilities**

- Developed and implemented strategic programs aimed at promoting environmental sustainability and youth engagement, effectively driving positive change in the community.
- Collaborated with team members to design and execute various initiatives, such as awareness campaigns, tree planting projects, waste management programs, and sustainable agriculture projects.
- Oversaw the planning and execution of program activities, ensuring adherence to timelines, budgets, and desired outcomes.
- Coordinated with external partners, stakeholders, and volunteers to maximize program impact and foster strong community engagement.
- Conducted thorough research and analysis to inform program development and identify innovative solutions for environmental challenges.
- Monitored and evaluated program performance, utilizing data and feedback to assess effectiveness, identify areas for improvement, and report on outcomes.
- Provided guidance and support to team members and volunteers, fostering a collaborative and productive work environment.

### **Midrift Human Rights Network, Nakuru, May 2021 to January 2022**

Position: Assistant Project Officer

#### **Key Responsibilities**

- Efficiently performed a range of administrative tasks, including preparing invoices, building estimates, and scheduling meetings, ensuring smooth project operations and effective communication within the team.
- Diligently tracked and reported on project progress, providing accurate and timely updates to project stakeholders, contributing to informed decision-making and proactive project management.

- Demonstrated a strong sense of responsibility by completing assigned duties in a timely and efficient manner, consistently meeting project deadlines and delivering high-quality work.
- Fostered cross-departmental collaboration by actively engaging with different teams, ensuring seamless coordination and cooperation to facilitate the timely completion of projects.
- Monitored project performance, employing analytical skills to assess the achievement of short and long-term goals, identifying areas for improvement, and implementing necessary adjustments.
- Conducted research to gather information and provide support to other teams and departments as required, contributing to the overall success of the organization's projects and initiatives.

### **Kenya Red Cross Society, Nakuru, March 2020 to April 2021**

Position: Administrative Assistant

Project: COVID-19 Recovery and Resilient program funded by Mastercard Foundation and The European Union.

#### **Key Responsibilities**

- Provided comprehensive administrative support to senior executives, effectively contributing to the organization's success by ensuring smooth daily operations and managing special projects.
- Demonstrated exceptional written communication skills by composing and proofreading memos, letters, reports, and presentations, ensuring accurate, concise, and error-free communication within the organization.
- Spearheaded a training and development program for new employees and volunteers, equipping them with the necessary skills and knowledge to contribute effectively to the COVID-19 Recovery and Resilient Program.
- Acted as the primary point of contact for an average of 30 incoming phone calls per day, promptly addressing inquiries and resolving concerns, maintaining a professional and helpful demeanor.
- Managed the reception area by efficiently receiving and directing all incoming calls, following office procedures to ensure messages were properly relayed to the appropriate project team members.
- Collaborated closely with team members and stakeholders to facilitate efficient communication and coordination, ensuring effective implementation of the COVID-19 Recovery and Resilient Program.

### **Education Background**

Power Learn Project; August 2024 -

**Jomo Kenyatta University of Science and Technology:** January 2023 to April 2023

Certificate in Monitoring and evaluation

**Kenya School of TVET:** 2017 to 2021

Diploma in Project Management - Credit

**St Francis Nyangajo Girls: 2013 to 2016**  
Kenya Certificate of Secondary Education (KCSE)

**FPFK Institute Nakuru:** December 2016 to January 2017  
Computer Training

### **Skills**

- Advanced proficiency in Microsoft Office, including Word, Excel, Outlook, and PowerPoint, enabling efficient document creation, data analysis, email management, and professional presentations.
- Customer service-oriented mindset, underpinned by a solid understanding of basic business management processes, ensuring exceptional service delivery and customer satisfaction.
- Excellent communication skills, both verbal and written, fostering effective collaboration and seamless information exchange with colleagues, clients, and stakeholders.
- Strong interpersonal skills, enabling the building and nurturing of professional relationships, facilitating teamwork, and fostering a positive work environment.
- Demonstrated leadership qualities, showcased through the ability to guide and motivate teams, drive projects to success, and effectively manage customer relationships.

### **REFEREES**

1. Mr. Joseph Karanja  
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