**NAME: Marion Lilian Wangui Ndirangu**

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**Professional Profile**

To make a positive impact in my field of activity leading to organization growth by creative application of my value-based convictions and professional divinity by putting all efforts in the work assigned to me in an organization where I can grow along with the organization.

* Strong interpersonal organizational skills
* Sincerity toward job and punctuality
* Able to cope under pressure
* Excellent communication skills

**Personal Details**

Date of Birth: 02. 06.2024

Gender: Female

Nationality: Kenyan

Marital Status: Married

Religion: Christian

Languages: English, Swahili, Kikuyu

**Academic Background**

Date: Sept 2014 to November 2019

Course: Bachelor of Science in Business Information Technology

Institution: Meru University of Science and Technology

Date: Jan 2010- December2013

Course: Kenya Certificate of Secondary Education

Institution: Chinga Girls High School

Date: 2000- 2013

Course: Kenya Certificate of Primary Education

Institution: Nyeri Town view Academy

**Professional Experience**

**Article Writing and Research Assistant**

**Sept 2020 till date**

**Duties and Responsibilities:**

* Research: Conduct thorough research on assigned topics or themes to gather accurate and relevant information for writing articles.
* Writing: Create engaging, informative, and well-written articles following specific guidelines, such as word count, tone, and style.
* Editing and Proofreading: Review articles for clarity, grammar, punctuation, and spelling errors to ensure high-quality content.
* Content Planning: Develop article outlines or drafts based on research findings and editorial guidelines.
* Literature Review: Assist in conducting comprehensive literature reviews on specific topics or research areas to gather relevant information and insights.
* Data Collection: Collect, organize, and analyze data using various methods such as surveys, interviews, experiments, or archival research.
* Report Writing: Contribute to the writing of research reports, manuscripts, or presentations by summarizing findings, methods, and conclusions.

**Old Mutual Insurance Company**

**April 2019 To-July 2020**

**Position: Sales Officer**

**Duties and Responsibilities:**

* Prospecting: Identify and pursue potential clients through various means such as cold calling, networking events, referrals, and leads provided by the company.
* Needs Assessment: Meet with clients to understand their insurance needs, financial goals, risk tolerance, and coverage preferences.
* Product Knowledge: Stay informed about different insurance products, policies, and coverage options offered by the company to effectively educate clients and recommend suitable plans.
* Sales Presentations: Deliver persuasive sales presentations to individuals or groups, highlighting the benefits and features of insurance products tailored to the client's needs.
* Customer Service: Provide ongoing support and assistance to clients by addressing inquiries, resolving concerns, and processing policy changes or claims.
* Relationship Building: Cultivate long-term relationships with clients by establishing trust, demonstrating expertise, and providing personalized service.
* Compliance: Adhere to industry regulations, company policies, and ethical standards governing the sale of insurance products.
* Goal Achievement: Set and strive to meet sales targets, revenue goals, and performance metrics established by the company.
* Documentation: Maintain accurate records of client interactions, sales activities, and policy transactions using CRM systems or other tracking tools.
* Follow-Up: Conduct follow-up calls or meetings with prospects and existing clients to nurture relationships, address concerns, and explore additional insurance needs.

**KEY SKILLS AND COMPETENCIES ACQUIRED**

* Strong communication skills: Ability to effectively communicate with children, families, and professionals to understand their needs and goals, and to convey information clearly and compassionately.
* Excellent organizational skills: Proficient in managing multiple tasks, coordinating services, and maintaining accurate records to ensure that services are delivered promptly and efficiently.
* Empathy and compassion: Demonstrated ability to empathize with children and families, providing emotional support and building trusting relationships to promote their well-being and development.
* Problem-solving skills: Aptitude for identifying challenges and developing creative solutions to address barriers to service delivery and meet the diverse needs of children and families.
* Collaboration and teamwork: Experience collaborating with multidisciplinary teams, including therapists, educators, and healthcare professionals, to develop comprehensive treatment plans and achieve positive outcomes for children.
* Knowledge of child development: Familiarity with developmental milestones and best practices in early childhood development, enabling the creation of personalized treatment plans tailored to each child's specific needs and goals.
* Cultural competence: Sensitivity to cultural diversity and awareness of how cultural factors may impact child development and service delivery, ensuring culturally responsive and inclusive support for all families.
* Proficiency in relevant software and tools: Ability to utilize software applications and tools for scheduling, documentation, and communication to streamline service coordination processes and enhance efficiency.
* Administration: Ability to manage the daily running of office operations, data management and invoicing.
* Reporting: Competent in providing periodical and performance reports to senior management
* Customer Service: Well informed and practical about the essence of customer service cultivation where I ensure their satisfaction in every delivery of service.
* Compliance: Ability and expert in ensuring that all engagements are conducted in accordance with the standards and policies set.
* Detail oriented: I value accuracy and ensure every duty I undertake pays close attention to details and captures all the valuable data in terms of cost monitoring and compilation of detailed financial reports.
* Computer Systems/ICT: Working Knowledge of basic computer applications (Excel, outlook, PowerPoint).

**Executive Assistant**

**Kingdoms United**

**August 2022 – Present**

**Duties & Responsibilities**

* Coordinated strategic organizational programs and events, including mentorship workshops, youth development activities, and fundraising initiatives, ensuring timely execution and logistical efficiency.
* Support project planning and execution by managing calendars, scheduling meetings, and tracking deliverables across multiple initiatives, enhancing team productivity.
* Create and maintain documentation, including project reports, donor records, event proposals, and grant materials, aligning with organizational goals and compliance standards.
* Act as liaison between the Executive Director and key stakeholders including board members, volunteers, and external partners, fostering collaboration and maintaining professional communication.
* Assist in financial reporting and grant support, contributing to the preparation and timely submission of documentation for funding opportunities.
* Manage operational functions such as intern scheduling, data organization, youth attendance records, and performance tracking, ensuring accurate and up-to-date records.
* Maintain website and social media platforms, enhancing community engagement and promoting organizational initiatives.
* Demonstrate commitment to regulatory compliance and data integrity, including adherence to donor communication protocols and privacy standards.

**Extracurricular Activities and Other Interests**

1. Football player
2. Travelling
3. Listening to music
4. Reading