



GRACE MITHAMO

PUBLIC RELATIONS SPECIALIST | CUSTOMER SERVICE
ENTHUSIAST | ADMIN PROFESSIONAL

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PROFILE

A proactive and dedicated professional with experience across public relations, customer service, and administrative support. My career objective is to accumulate and enhance outstanding levels of achievement in academic qualifications, professional knowledge, skills, and experience. I am committed to readiness and awareness in all my roles and responsibilities.

EDUCATION

Diploma in Mass Communication
(Jan 2011 – Dec 2012)

Diploma in ECDE – MASAKU ECDE
TEACHERS TRAINING COLLEGE
(April 2016 – Dec 2017)

Certificate in Mass Communication
– MULTIMEDIA UNIVERSITY
(Jan 2010 – Dec 2010)

Kenya Certificate of Secondary
Education – UKIA GIRLS HIGH
SCHOOL (2004 – 2007)

Kenya Certificate of Primary
Education – KIAMBU PRIMARY
SCHOOL (1996 – 2003)

SKILLS

- Analytical & Customer Service
- Proactive & Dedicated
- Employee Supervision & Management
- Accounting & Stock Taking
- Story Writing & Reporting
- Human Resources Support & Administration

ATTRIBUTES

- Warm, polished personality
- Flexible scheduling
- Team-driven
- Detail-oriented
- Passionate about service

WORK EXPERIENCE

Freelance Creative Lead (Aug 2025 - Jan 2026)

- Successfully directed creative content strategy to drive audience engagement.
- Efficiently managed and mentored the creative team to deliver projects.
- Implemented SEO best practices to significantly optimize content performance.
- Systematically ensured all visual content strictly adhered to brand guidelines.

PUBLIC RELATIONS SPECIALIST (Aug 2023 – Aug 2025)

- Delivered consistently high-level customer service, resolving complex issues.
- Managed comprehensive accounting records and financial transactions.
- Executed detailed inventory management and regular physical stock-taking.
- Provided diligent supervision and general management leadership to staff.

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CUSTOMER SERVICE TEAM MEMBER (Nov 2021 – Jan 2023)

- Greeted and served diverse customers with a positive and welcoming demeanor.
- Accurately processed and communicated customer food and beverage orders.
- Resolved various customer complaints, ensuring swift and satisfactory outcomes.
- Supported accounting processes and periodic physical stock-taking duties.

THIS IS LIFE - MAGAZINE

JOURNALIST/WRITER (July 2015 – Jan 2020)

- Pitched, researched, and wrote compelling stories while following leads.
- Demonstrated excellent writing, editing, and storytelling skills for publication.
- Collaborated on complex and high-priority special editorial projects successfully.

EASTERN SODA DISTRIBUTORS-PEPSI

ADMIN ASSISTANT (July 2013 – Dec 2014)

- Maintained and updated all critical employment policies and staff contracts.
- Efficiently managed and prepared documentation for employment tribunal cases.
- Provided strategic advice to HR regarding employee relations and conflict resolution.
- Organized, filed, and retrieved essential corporate documents and records.

REFERENCE

Ellen Kagiri

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