

# Lynn Mulwa

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## Education

**USER EXPERIENCE DESIGN MAJOR. BUSINESS TECHNOLOGY MANAGEMENT MINOR| ENROLLED | WILFRID LAURIER UNIVERSITY, BRANTFORD, ON - Expected Graduation – 06/2028**  
**HIGH SCHOOL DIPLOMA| 04/2022| NOVA PIONEER SECONDARY SCHOOL, KIAMBU, KENYA.**  
**BARISTA TRAINING CERTIFICATE |5/2023| BARISTAPRO KENYA, NAIROBI, KENYA.**

## Experience

### **OPERATIONS ASSISTANT| KANDIA FPS| JANUARY 2023 – AUGUST 2023 / MAY 2025 – AUGUST 2025**

- Provided administrative support which included file and database organization, reception of clientele and diarising of information provided through phone or email.
- Supported the finance function in the areas of reporting and data reconciliation.
- Support the Human Resource function primarily in the payment of casuals.
- Supported the marketing team in the area of invoice processing and information relay to customers.
- Maintained an upbeat, positive attitude while assisting customer relations by booking appointments and ensuring a smooth, customer-focused experience.

## Volunteer Experience

### **STUDENT UNION VOLUNTEER| WILFRID LAURIER UNIVERSITY STUDENTS' UNION, BRANTFORD, ON | AUG 2024-APRIL 2025**

- Assisted in planning and organizing student events, ensuring smooth execution and managing logistics.
- Managed inventory for boozing events, tracking supplies and optimizing usage.
- Guided students during orientation week and led groups of 10 or more people during campus tours.

### **PART-TIME VOLUNTEER SALES ASSOCIATE| WECARE FUND, BANGKOK, THAILAND | NOV 2022 – DECEMBER 2022**

- Assisted with planning and organizing events and programs to ensure engaging, fun, and smooth-running experiences.
- Supported community outreach by educating attendees about the charity's mission and initiatives during vendor events
- Oversaw inventory management by tracking, organizing, and replenishing supplies to ensure smooth operations during events.
- Handled customer inquiries, complaints, and returns professionally, ensuring a positive experience for all clients.

### **VOLUNTEER | NEW LIFE HOME, NAIROBI, KENYA | NOV 2019 – DECEMBER 2019**

- Supporting planning and organization of community fundraising events and campaigns.
- Coordinated food and clothing for the children placed in my care.
- Maintained clean, neat and operational facilities to serve program needs and ensure safety of the toddlers.

## Skills

- Inventory Management, Vendor Management, Compliance Regulations, Utility Management, Service Record Keeping, Advanced Microsoft Office Suite, Advanced Google Workspace Suite, Office Management, Communication Skills, Attention to Detail, Problem-Solving, Time Management

## Activities

- Wilfrid Laurier University
  - Member of the Business Technology Management Learning Cluster
  - Member of the Laurier Brantford Mock Trial Club
- Nova Pioneer Secondary School, Kiambu
  - Participated in the Sub-Saharan Africa International Model United Nations (SAIMUN) and won an honorable mention for our resolution paper.
  - Placed 39th best presenter out of 800+ participants in the 2021 World Scholars cup.