

Sandra Jepichii Wandera

sandra.jepichii@gmail.com | <https://portfoliochichi.netlify.app/> | Nairobi, Kenya.

Professional Summary

Proactive and dependable administrative and customer support professional with proven experience in data management, records administration and client communication. Skilled in delivering exceptional support services, managing sensitive data and improving workflow efficiency through advanced Excel, Google Suite and CRM tools. Proficient at multitasking, handling client queries with professionalism and contributing to seamless team operations. Eager to support remote teams in delivering excellent service.

Core Qualifications

- Bachelor's degree in Information Science Majoring in Records Management
 - Customer service and support
 - Administrative assistance
 - Advanced Excel Skills
 - Google Workspace
 - CRM Systems and QuickBooks
 - Microsoft Office proficiency
 - Email and front desk communication
 - Calendar scheduling and management
 - Document drafting and online management
 - Digital file handling and management
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Professional Experience

Junior Examinations Officer | Equip Africa Institute - Jan 2025 to April 2025 | Attachment

- Delivered responsive customer service to students regarding examination queries.
- Managed student data and exam records, ensuring accuracy and confidentiality.
- Supported reporting and documentation efforts in the exams department.
- Handled front-desk tasks, resolving in-person and email inquiries professionally.

Salesperson | Thrift by Saaly | August 2024 – January 2025 | Part-time

- Assisted in customer service by handling inquiries and providing support to clients via phone, live chatting and emails.
- Supported the recruitment process by helping source, screen and vet candidates
- Maintained and organized sales records and supported day to day shop tasks as needed.

Enumerator | Kenya National Bureau of Statistics (KNBS) | July 2024 |(Contract)

- Collected household data using mobile devices
- Verified information and ensured accurate data entry
- Entered data for verification using CRM tools

Records & Inventory Clerk | IEBC – Independent Electoral and Boundaries Commission | Aug 2022 – Sept 2022 | (Contract)

- Entered data and filed records during voter registration and elections
- Handled sensitive voter data and inventory tracking with precision.
- Assisted supervisors with reports and inventory tracking
- Worked in a fast-paced environment with tight deadlines

Education

Bachelor of Information Science (Records Management)

Kenya Methodist University, Nairobi

Highschool Certificate

Grade: B

Technical Proficiency

- Microsoft Excel- VLOOKUP, basic formulas, data validation
- Google Sheets and Google Suite
- Microsoft Access and Outlook
- MySQL
- MS Word, Outlook, PowerPoint
- QuickBooks
- CRM Systems
- HTML, CSS, JavaScript and python

Additional Information

- Fluent in English
- Flexible, self-motivated and able to work independently or in a team environment.
- Committed to continuous learning and professional growth.
- Reliable Internet

References

Available upon request.
