

## CURRICULUM VITAE

### PERSONAL DETAILS

**NAME:** Eva Wanjiru Ndegwa

**POSTAL ADDRESS:** P.O Box 259-00515

**EMAIL ADDRESS:** evanw.wanjiru@gmail.com

**MOBILE PHONE NO:** +254 112883671 / +254 101678317

**LANGUAGES SPOKEN:** English, Kiswahili and Basic French

### CAREER OBJECTIVE

I am a multilingual, highly organized and detail-oriented Administrator with hands-on experience in banking operations, service delivery, customer service, office administration, and credit management. Skilled in Microsoft Office and remote collaboration tools, with a proven ability to support business operations through excellent organizational, data management and customer engagement skills. Adept at working in fast-paced environments, ensuring smooth operations, improvements and enhance service delivery. I am seeking to leverage my expertise in administration, communication, and problem-solving to contribute to the efficiency and productivity of Kenya Airways as a Cabin Crew Administrator, while upholding the company's commitment to integrity and service excellence.

### SKILLS

1. **Office Administration & Coordination:** Skilled in managing daily office tasks, scheduling duties, and ensuring smooth operations through effective organization.
2. **Report Preparation & Performance Analysis** – Experienced in compiling and analyzing reports to enhance productivity and utilization.
3. **Data Entry & Documentation Management** – Ensures accuracy in data entry, record maintenance, and documentation for easy access and reference.
4. **Meeting Planning & Coordination** – Organizing and coordinating internal and external meetings, taking minutes, and ensuring effective follow-ups.
5. **Communication & Information Dissemination** – Facilitating efficient communication to ensure smooth information flow.
6. **Team Collaboration & Leadership** – Effective in working with cross-functional teams, ensuring collective problem-solving, decision-making, and achieving shared goals.
7. **Time Management & Organizational Skills** – Ability to prioritize tasks, meets deadlines, and able to manage multiple responsibilities efficiently in a fast-paced environment.
8. **Problem-Solving & Decision-Making** – Analytical and numerical skills to assess situations, resolve challenges, and make informed decisions to optimize processes.
9. **Microsoft Office Proficiency** – Advanced knowledge of Microsoft Word, Excel, and PowerPoint, with experience in remote collaboration tools such as Zoom.
10. **Integrity & Professionalism** – Highly honest, proactive, and result-oriented, with a strong bias for action and resilience in high-pressure environments.

## **PERSONAL ATTRIBUTES**

1. Analytical and detail-oriented, with strong numerical and problem-solving abilities.
2. Highly self-motivated, proactive, results-driven, and resilient, with a positive attitude, strong drive to succeed and a strong bias for action in fast-paced environments.
3. Demonstrates honesty, integrity, and professionalism, ensuring ethical decision-making and accountability.
4. Exceptional organizational skills and ability to work under pressure with flexibility and creativity.
5. Strong networking capacity, excellent communication and interpersonal skills, fostering teamwork and collaboration.
6. Analytical and detail-oriented, with strong numerical and problem-solving abilities.
7. Committed to maintaining the highest ethical standards in all tasks and responsibilities.
8. A dedicated team player, committed to innovation and continuous improvement.

## **WORK EXPERIENCE**

### **A.) Rafiki Microfinance Bank - Intern**

**Biashara Street, Nairobi**

**06/05/2024 to 31/12/2024**

#### **1. Customer Service.**

- Handled customer inquiries, resolved complaints, and provided personalized banking services.
- Assisted in managing and updating client records, ensuring data integrity in all transactions and communications.
- Developed proficiency in handling client complaints, resolving issues efficiently and maintaining a positive client relationship.
- Collaborated with team members to provide exceptional service delivery and meet customer needs in various banking departments.
- Maintained financial security and controls by adhering to policies and procedures, contributing to the prevention of fraud and ensuring compliance with regulatory standards.
- Prepared reports for internal and external stakeholders, supporting management with data-driven decision-making.
- Printing, Scanning and photocopying of documents.
- Sorting, Organizing and Filing of documents.
- Prepared daily financial reports for management.
- ATM processing, account activation and account opening.
- Cheque book, Till number and ATM processing and registration.

#### **2. Teller.**

- Examining cheques for endorsement and to verify other information such as dates, bank names, identification of the person receiving payments and legality of the documents.
- Batching of Teller reports and M-pesa statements.
- Cross-selling bank products and on boarding customers.

- Receiving of internal transfer forms, recording in the registers and to forwarding to Service Delivery Manager.
- Assisting customers in filling deposit slips.
- Responding to customer queries.

### **3. Credit department.**

- Processed and reviewed credit applications, ensuring adherence to banking policies and compliance standards.
- Assisted in evaluating credit worthiness of clients by analyzing financial data and credit histories.
- Supported the credit department in daily operations, maintaining accurate records and coordinating with other departments for timely approvals.
- Portfolio management.
- On boarding of customers.
- Loan processing.
- Insurance processing.
- Marketing products.
- Deposit mobilization.
- Collection of debts.
- Trade finance Product such as Bid bonds and Performance bond.

### **B.) At Stream Buzz Media**

#### **From December 2023 to Date**

- Part Time Research Analyst.
- Journalist at Stream Buzz Media.
- Hosted events such as Nairobi Colour Festival, GenZ Festival.

### **C.) Wildlife Adventures**

#### **From February to April 2024**

- Marketing Clients Trips and Adventures.

### **D.) Afro-power Marketing**

#### **From January 2022 to Date**

- Marketing Events on need basis such as Boomfest Africa, Nairobi Colour Festival.

### **E.) Phone Masters**

- Advertising the Brand.

### **F.) Independent Electoral and Boundaries Commission (IEBC)**

#### **Polling Clerk**

**09/08/2022.**

Assisted in the management of polling stations during elections by;

- Verifying voter registration.
- Providing instructions on voting procedures and ensuring compliance with election laws.
- Maintained order.
- Addressed voter inquiries, and collaborated with staff to ensure the efficient operation of the polling process.

## **EDUCATION BACKGROUND**

**2025 March - ONGOING : INTERNATIONAL YOUTH FELLOWSHIP WEEKEND ACADEMY**  
French Language (Part Time)

**2025 February – ONGOING : POWER LEARN PROJECT**  
Software Development Program. (Part Time)

**2025 January - ONGOING : NAIROBI SOUTH TRAINING INSTITUTE**  
(KCB FOUNDATION 2JIAJIRI SCHOLARSHIP) - Hospitality and Domestic Service in Food and Beverage Production and Service. (Part Time)

**2021 September-2024 December: MOUNT KENYA UNIVERSITY**  
Bachelor of Management and Office Administration. –  
-Awaiting Graduation.

**2022- 2023: KENYA NATIONAL LIBRARY SERVICE.**

**2023 (January – April):** Data Analysis using Excel.

**2022 (September – December):** Digital Skills Level 1 Program with Basic ICT, Financial Literacy and Employment readiness skills.

**2022 (September -December):** Basic Computer Packages.

**2021(May-August)-Not completed: KCA UNIVERSITY**  
Certificate in Film Technology.

**2018-2021: ST CLARE ELBURGON**  
Kenya Certificate of Secondary Education.

## **REFEREES**

1. Charles Njiru  
Rafiki Microfinance Bank  
Service Delivery Manager  
Tel: 0725882836  
[muchangicharles@gmail.com](mailto:muchangicharles@gmail.com)
2. Ian Jumwa  
Institution Izone Africa  
Stream Buzz Media  
[jumwathegreat@gmail.com](mailto:jumwathegreat@gmail.com)  
Tel: 0728360047
3. Joseph Karanja  
Rafiki Microfinance Bank  
Senior Relationship Officer  
Tel: 0717876072  
[josephk@rafiki.co.ke](mailto:josephk@rafiki.co.ke)