

CURRICULUM VITAE

PERSONAL DETAILS

NAME: CAROLYNE MUTHIKWA MUSYOKA

DATE OF BIRTH: 23RD SEPTEMBER 1989

MARITAL STATUS: MARRIED

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LANGUAGES SPOKEN: ENGLISH, KISWAHILI & KIKAMBA

PROFESSIONAL PROFILE

A highly organized and proactive administrative professional with expertise in office management, document handling, and executive support. Skilled in optimizing workflows and enhancing organizational efficiency.

EDUCATION BACKGROUND

Diploma in Secretarial Studies

Machakos University College

2012 – 2016

Module 1 - Credit

Module 2 - Pass

Module 3 - Pass

Overall Grade: **Credit**

Certifications

Machakos Technical Training Institute

May 2012 – Aug 2012

Computer Packages

Kenya Certificate of Secondary Education

Mitaboni ABC Girls Secondary School

2006 – 2009

Qualification: C (plain)

WORK EXPERIENCE

Secretary to the Principal,

David Mbiti Wambuli Technical and Vocational College (Oct 1st 2020 - Present), Makueni

Key Achievements:

- Improved office data security and document integrity by **95%** through enhanced records management and compliance procedures.
- Streamlined meeting preparations, ensuring **100%** readiness of documents and logistics for scheduled meetings.
- Established a confidential filing system, increasing efficiency in document retrieval by **80%** while ensuring compliance with data protection policies.
- Enhanced office support services, improving coordination and paperwork collation by **90%**, leading to smoother daily operations.

Administrative Secretary,

Office of the University Registrar (Academic and Student Affairs)

Lukenya University (15th Aug 2016 - 31st Sept 2020)

Key Achievements:

- Handled and resolved **95%** of student, staff, and visitor inquiries efficiently, reducing unresolved cases from **30% to 5%**.
- Maintained and updated a comprehensive database of students and academic staff, improving data accuracy by **98%**.
- Streamlined student and academic staff notifications, increasing awareness of university programs and schedules by **90%**.
- Enhanced campus security and asset protection measures, reducing reported security incidents by **85%**.
- Coordinated marketing functions and managed a database of prospective students, contributing to a **40%** increase in student enrollment.

Intern

National Hospital Insurance Fund (Aug 2013 – Oct 2013), Ragati Road

Key Achievements:

- Assisted in report writing and generation, improving documentation turnaround time by **30%**.
- Identified opportunities to streamline secretarial workflows, contributing to a **15%** increase in office efficiency.

James Finlays (K) Chomogonday Tea Factory (Nov 2013 - Dec 2013), Kericho

Key Achievement:

- Gained a comprehensive understanding of secretarial processes and identified areas for improvement.
- Developed strong report-writing skills and effectively generated detailed reports.

KEY SKILLS AND COMPETENCIES

ISO 9001:2015 Certification & Customer Service Training Key

Areas Covered:

- Quality management principles and ISO 9001:2015 requirements.
- Steps to ISO certification and continuous process improvement.
- Customer service best practices and enhancing customer satisfaction.

Secretarial & Administrative Proficiency

- Skilled in handling **correspondence, clerical work, and office administration** with attention to detail.
- Proficient in **Microsoft Office Suite** (Word, Excel, PowerPoint, Access), **Google Workspace, Project Management tools**, database management, and email communication.
- Experienced in **report writing, document preparation, and data management** for effective office operations.

Core Competencies

- **Organizational Skills** – Able to manage multiple tasks efficiently, ensuring smooth office workflow.
- **Professional Communication** – Strong ability to communicate with staff, clients, and stakeholders effectively.
- **Teamwork & Leadership** – Works collaboratively in teams while also taking initiative in administrative roles.
- **Integrity & Accountability** – Honest, responsible, and committed to maintaining high ethical standards.
- **Flexibility & Adaptability** – Quick to learn new technologies, processes, and roles in a dynamic work environment.

Technology & Digital Proficiency

- Proficient in **office automation tools**, including **cloud-based solutions** (Google Drive, OneDrive) and **enterprise resource planning (ERP) systems**.
- Experienced in **database management** and **digital records keeping** for enhanced data security and efficiency.
- Skilled in **basic troubleshooting of office technology** (printers, office software, conferencing tools).

OTHER ACHIEVEMENTS & CONTRIBUTIONS

- **Curriculum Development:** Played a key role in developing multiple university programs at **Lukenya University**, including:
 - **Bachelor's Degrees:** Education (Arts & Science), Public Administration, Health Records, Analytical Chemistry, Commerce, Dryland Agriculture.
 - **Diploma & Postgraduate Programs:** Education, PGDE, Master of Arts in Geography, Master of Education.

HOBBIES AND INTERESTS

- Networking and attending industry seminars.
- Organizing and managing events.
- Work mentoring and knowledge sharing.
- Reading business and self-improvement books.

REFEREES

Dr. Paul Mutwiwa Mwanja,

Deputy Vice Chancellor - Academic Affairs

Lukenya University

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