Faith W KARUMI

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**Professional Summary**

Detail-oriented and organized Administrative Professional with 4 years of experience managing office operations, streamlining workflows, and providing executive support across two dynamic organizations. Skilled in calendar management, documentation, and client communication, with a proven ability to implement efficient administrative systems. Recognized for exceptional problem-solving abilities, multitasking under pressure, and fostering strong professional relationships. Seeking to leverage expertise in office management and organizational coordination to support business operations and drive team efficiency.

**Core Competencies**

* Office Administration & Management
* Calendar & Schedule Coordination
* Document Preparation & Filing
* Client & Stakeholder Communication
* Meeting Planning & Minute-Taking
* Process Optimization & Workflow Automation
* Travel Arrangements & Itinerary Management
* Budget Tracking & Expense Management
* Event Coordination & Logistics Support
* Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace

**Professional Experience**

Office logistics

RedCross|Garissa

Jan 2020 – 2023

Trade development representative

Telkom Kenya

Madison insurance as sales agent- present

* - Oversee daily office operations, ensuring seamless coordination between departments, suppliers, and clients.
* - Managed executive calendars, scheduled meetings, and prepared agendas, contributing to efficient time utilization.
* - Implemented a new filing and documentation system, reducing retrieval time by 30% and enhancing data organization.
* Conducted onboarding for new hires, including office tours, system training, and document verification, ensuring a smooth start for employees.
* Created monthly expense reports, tracked office budgets, and ensured expenditures aligned with company guidelines.
* Coordinated logistics for company events, including catering, venue booking, and equipment setup, achieving 100% satisfaction rates from stakeholders.
* Supervised office supply inventory, negotiated vendor contracts, and secured cost savings of up to 15% annually.
* Provided administrative support during board meetings by preparing materials, taking minutes, and distributing post-meeting action items.

**Key Achievements**:

* Spearheaded the implementation of a digital communication platform, increasing interdepartmental collaboration by 25%.
* Recognized as "Employee of the Month" in June 2021 for exceptional organizational contributions.

Administrative Assistant

UNICEF | Location

Jan 2018 – Dec 2019

* Delivered high-level administrative support to the management team, coordinating schedules and handling correspondence.
* Drafted professional emails, reports, and presentations with a focus on accuracy and timely delivery.
* Assisted in processing invoices, reconciling expenses, and preparing detailed financial summaries for management review.
* Supported HR by maintaining employee records and facilitating internal communication regarding policy updates.
* Arranged domestic and international travel for executives, including visas, accommodations, and itineraries, ensuring seamless experiences.
* Managed client interactions by fielding inquiries, scheduling appointments, and maintaining a high standard of professionalism.

**Key Achievements:**

* Designed a streamlined workflow for document approvals, reducing processing time by 20%.
* Coordinated a move to a new office location, ensuring all operations resumed smoothly.

**Education**

Bachelor’s Degree in Public Administration and Leadership

Egerton University, Eldoret, Kenya

Graduation Date: [June 2018]

**Languages**

English (Fluent)

Swahili (Fluent)

**Key Projects & Initiatives**

Streamlined Communication Processes: Implemented and trained staff on a company-wide scheduling software, improving meeting coordination by 30%.

Office Relocation: Successfully planned and executed a move to a new office, ensuring minimal disruption and full operational capacity within 72 hours.

Digital Documentation: Transitioned office records from paper to a digital database, improving accessibility and security while reducing physical storage needs by 40%.

**Technical Skills**

Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Google Workspace (Docs, Sheets, Slides, Calendar, Drive)

Familiar with CRM software (Salesforce, Zoho)

Experienced in project management tools (Trello, Asana)

Knowledge of basic accounting software (QuickBooks)

**References**

Available upon requested