

RESUME

JEDIDA WANJA NYAGA

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PROFILE SUMMARY.

A proactive graduate with over 4 years' experience in administration and customer service in the tourism, hospitality and textile industry. I am a highly motivated individual with excellent, organizational and communication skills. I am a great team player, keen on details, proficient in all Microsoft office applications and have the ability to multitask and prioritize tasks.

CAREER OBJECTIVE.

Seeking a position in a reputable organization where my skills and qualifications can be utilized optimally to achieve the organization's goals and objectives, as well as enrich my career growth and development.

PROFESSIONAL EXPERIENCE.

Organization: Kisasa Weavers Limited.

June 2020 to Date.

Position: Operations Manager.

- Administrative and front office tasks.
- Guest relations. Welcoming visitors and identifying the purpose of their visit before directing them to the appropriate department.
- Organizing and coordinating meetings and appointments, sending reminders and planning travel logistics for the executives.
- Updating the Company's calendar to ensure all exhibitions are well managed and properly coordinated.
- Performing record keeping and basic accounting duties.
- Procurement: purchasing office stationery, and maintaining accurate and up-to-date records of the same. Coordinating with vendors and suppliers.

Organization: Karen Country Lodge.

November 2014 to June 2020

Position: Administrative Executive.

- Administrative and office support tasks for multiple supervisors such as writing and editing e-mails, drafting memos, and preparing communications on the executive's behalf.
- Switch board operations including receiving and directing calls as required in a polite and professional manner as well as ensuring the switchboard was always operational and reported any faults.
- Guest relations. Welcomed visitors and identified the purpose of their visit before directing them to the appropriate department.
- Organized and coordinated meetings and appointments, sending reminders and planning travel logistics for the Manager.
- Updating the Lodges calendar to ensure all events were well managed and properly done.
- Coordinated room and conference hall bookings for both groups and individuals.

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Organization: African Fund for Endangered Wildlife (K) Ltd

**April - July
2012**

Position: Intern (Customer Service, Sales & Marketing Representative)

- Administrative and Front Office tasks.
- Played a vital role in Marketing and selling the organization as a Nature Education Center and an important eco- tourism destination.
- Actively participated in environmental education, conservation activities and programs.
- Played a pivotal role in the designing and editing of AFEW's annual newsletter "Giraffe News"
- Generated and analyzed monthly reports on AFEW visitor donations and came up with action plans and strategies to increase the donations.
- Marketed AFEW programs by ensuring that clients are given clear informative talks about the Centre's activities.

Organization: Kenya Wildlife Service Headquarters Nairobi

**April - June
2011**

Position: Intern (Tourism – Guest Relation, Sales & Marketing)

- The Tourism Department- Conducted administrative and report writing of the daily activities in The Nairobi National Park.
- Nairobi Safari Walk – Conducted guided walks to the customers visiting the protected area and ticket inspection of all the outgoing guests.
- The Community Department – Participated in community welfare activities and projects associated with the Nairobi Nairobi Park.

ACADEMIC QUALIFICATIONS.

Strathmore University

2009 - 2013

Bachelor of Science in Tourism Management - 2nd Class Honours

Hana Mixed Secondary School – Nsangi, Kampala

2007 - 2008

Uganda Advanced Certificate of Education (U.A.C.E)

Moi Girls Secondary School – Isinya

2003 - 2006

Kenya Certificate of Secondary Education (K.S.C.E)

Kunoni Primary School

2002

Kenya Certificate of Primary Education (K.C.P.E)

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PROFESSIONAL QUALIFICATIONS.

Alliance Francaise

**Jan - April
2009**

Certificate in French - Level 1

InfoTech Training Centre

**Jan - April
2007**

Certificate in Microsoft Office Applications

CLUBS AND SOCIETIES.

General Secretary for Hospitality and Tourism Students of Strathmore (HATSS)

2012 - 2013

Member of Young Christian Society in Secondary School.

2003 - 2006

PERSONAL INTERESTS.

Interests: Tourism and travel, networking, fashion and design, event planning and organization.

REFEREES.

Mr. Emmanuel Ngumbi,

Head of Conservation Education Programs

African Fund for Endangered Wildlife (K) Ltd. Giraffe Centre,

P.O.Box 15124 – 00509,

Nairobi, Kenya

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Mrs. Jane Murage,

Senior Consultant-Karen Country Lodge and Eldoville Dairies

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