

SHAMIM MUSTAFA ABDALLAH

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OFFICE ADMINISTRATION

Building connections between diverse teams, functions and discipline to drive results while navigating complex administrative operations in fast paced environments.

High energy and organized professional with more than 10 years' multifaceted experience in the end to end office management, providing senior level secretarial and clerical services to achieve corporate goals. Knowledge in office management best practices and especially capable of handling high volume tasks with an exceptional level of accuracy. Proactive problem solver with expertise to anticipate executive level needs while navigating complex administrative operations in fast paced environment. Excel in turning disorganized environments into smooth running operations and overhauling administrative process to improve accuracy and efficient. My goal is to become a valuable mutual asset by providing efficient office administration expertise contributing effectively to organizational success.

CORE COMPETENCIES

Executive Office Management & Support | International Travel and Logistics | Team Leadership | Strategic Planning | Crisis Management | Efficiency Improvements | Policy and Procedure Modification | Meeting and Event Management | Documentation and Filing | Relationship-Building | Staff Management | Schedule Coordination | Executive Correspondence | Key Alliances

SELECTED MAJOR ACHIEVEMENTS

- ✓ Decreased paper wastage by 30% by introducing a scan and save method for saving the environment by not printing only when necessary and appropriate.
- ✓ Increased office correspondence efficiency by 60% by ensuring timely dispatch of correspondences for further action by Directors, Managers etc.
- ✓ Provided exceptional support to managers and co-workers, hence increased the overall efficiency by 30%.
- ✓ Attained a certificate for good organizer for a training event that generated revenue by 67%.
- ✓ Achieved 20% increase in personal growth development by attending seminars and workshops that enhanced and improved performance in service delivery through achievement of departmental objectives.

EDUCATION & CREDENTIALS

- ✓ Masters of Business Administration (Strategic Management), Management University of Africa, 2016 - 2018.
- ✓ Bachelor in Business Management, Marketing Option, Moi University, 2012 - 2015.
- ✓ Diploma in Business Management, Kenya Institute of Management, 2010 - 2011.
- ✓ Advanced Certificate in Business Management, Kenya Institute of Management, 2009.
- ✓ Diploma in Full Secretarial Studies, Blanes Secretarial College, 2005 – 2006.
- ✓ Kenya Certificate of Secondary Education, Trikha Girls Secondary School, 1998 to 2001.

CAREER HIGHLIGHTS

Personal Assistant to Director | Kenya Bureau of Standards, Metrology & Testing | 2018 to Date

Key Contributions & Achievements:

- Planning and executing administrative and secretarial duties pertaining to the Director's office.
- Assisting the Director in the day to day running of the office especially in his/her absence e.g. linking KEBS customers to respective officers.
- Planning, coordinating and ensuring the Director's schedule is followed and respected, providing "gatekeeper" and "gateway" role, creating win-win situations for direct access to the Director's time and office.
- Communicating directly on behalf of the Director, with board members, stakeholders on matters related to the Executive Director's programmatic initiatives.
- Providing a bridge for smooth communication between the Director's office and internal departments, demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Acting as a link between the Director, superiors, peers and subordinates.
- Facilitating both international and local travel arrangements for the Director and staff in the division.
- Developing and maintaining constructive and cooperative working relations with staff across the organization.
- Handling general enquiries /Taking initiative in the Director's absence.

Secretary to Director | Kenya Bureau of Standards, Metrology & Testing | 2015 - 2018

Key Contributions & Results:

- Responded to general correspondence for the Director's signature.
- Supervised subordinate staff who are directly under the Director.
- Updated and chased delegated tasks to ensure progress to deadlines.
- Checked deadlines on incoming requests and put preliminary work in play.
- Processed replies on own initiative or from Directors' dictation or notes.
- Maintained the Director's diary.
- Assisted the Director to meet the goals and objectives of the Division and KEBS in general.
- Performed general office task of clerical nature e.g. filing, ensuring that files are stored securely in the filing cabinet and controlling the movement of the use of the files.
- Maintained office records and office equipment.

Clerical Officer | Kenya Bureau of Standards | 2008 - 2015

Key Contributions & Results:

- Ensured proper filing of documents and records management.
- Led typing, scanning and photocopying of documents.

- Handled dispatching correspondences via emails and through the post office.
- Coordinated travel arrangements and other logistical matters, organize.
- Oversaw booking for meetings.
- Maintained database and ensured delivery of service to clients.
- Served as first point of contact at the office for importers, agents and visitors calling or visiting the office for importation enquiries, addressing complaints etc.

PROFESSIONAL TRAINING AND CERTIFICATION

- ✓ Practitioner Diploma in Marketing – Completion, May 2022.
- ✓ Emotional Intelligence to boost productivity by DGMB Training solutions Ltd, June 2021.
- ✓ HR for Non- HR Managers Training by KIM, December 2020.
- ✓ Professional Certification Course in Strategic Management and Leadership by KIM (Adm. No. KIMPC/2981/19) from Nov. 2019 – Awaiting Certificate collection, August 2021.
- ✓ ISO 9001:2015 Internal Quality Auditing Course (Examinable), November 2019.
- ✓ 21st Century Management Skills for Executive PA's, Secretaries and Administrative Professionals Training by DGMB, March 2019.
- ✓ Management of Committee and Work Meetings ESAMI, September 2018.
- ✓ Office Management & Effective Administration Skills by WorldAhead Group, 2018.
- ✓ Communication and Planning skills for Administrative Professionals Training by KIM.
- ✓ Knowledge Management Course by KEBS.
- ✓ Occupational Health and Safety by Laboratory Concepts, April 2016.
- ✓ PA Development Program: Creating Future Leaders by KIM, April 2016.
- ✓ Electronic Records Management Training by Rozons Consultants, November 2015.
- ✓ ISMS Implementation of ISO 27001:2013 ISMS Course, October 2015.
- ✓ EMS Implementation of ISO 14001:2004 - May 2015.
- ✓ Customer Service Management Training by ESAMI, October 2014.

REFERENCES

Dr. Henry Rotich

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