

BRIAN NDEGWA WANGARI

PHONE: +254 705715544. EMAIL: bryanndegzi@gmail.com

SUMMARY PROFILE

Learning more about computers and clerical jobs is what I am looking for as my career. I get along with co-workers and strangers alike: Making customer service enjoyable for me whether or not someone is having a bad day or a good one. Always hunting for more to learn, I am willing to listen and impress the best to my abilities

SKILLS SET

English	Excellent communication skills
Work under pressure	Self-driven
Organizational skills	Work with minimum or no supervision
Result & detail Oriented	Problem solving skills
Leadership	Great and critical thinker
Computer literate	Virtual Assistant Training

WORK EXPERIENCE

Desk clerk/Personal Assistant, Copttyteck Enterprises (Jan 2022 – to date)Nairobi

Reporting to the Manager

Responsibilities

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents.
- Operate office equipment such as scanners, printers or copiers and arrange for repairs when equipment malfunctions.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as they are developed and implemented.
- Typing letters, memos, minutes & reports.
- Photocopying, binding, scanning & emailing.
- Ordering of stationery and other office necessities.
- Supervising the Cleaner or any worker as instructed.

Achievements:

- Grew customer base by 11% in 8 months through excellent maintaining close customer relationships and giving a memorable customer experience.

Customer service IT , Digital Point Computers (Jun – Dec 2021)Nairobi,

Kenya

Reporting to Head of Capability

- Handling switchboard (internal & external calls).
- Handling incoming and outgoing mails.

- Maintaining an up-to-date filing system.
- Handling monthly VAT Returns, petty cash, P.A.Y.E, N.S.S.F, N.H.I.F & Salary schedules.
- Handling training documentation, Cash Sales, Invoices and ETR receipts.
- Providing administrative support to the team members i.e. scheduling & confirming appointments, typing letters, memos, minutes, reports, scanning and emailing.
- Ordering of stationery and other office necessities.

Achievements:

- Successful roll-out of the coaching app facilitated by group office currently being used the entire business

Assistant Administration clerk, Giselle Foundation (July - Dec 2017)ELDORET

Reporting to the Administrator

- Handling customer queries, service requests, inquiries .
- In-charge of sorting paperwork and filling in their respective files.
- Recording clients' information and printing.
- Handling of petty cash, proper utilization and replenishing the same on time.
- In-charge of invoicing clients for payments.

EDUCATION BACKGROUND

2025 Aug - Nov	ALX Africa Virtual Assistant
2023	Unicaf University Professional Communication Management Skill
2016 – 2021	Moi University Bachelor of Sociology
2017	Allison Diploma in customer care & service
2012 – 2015	St. Mary's Boys Secondary School High School Education
2015	Digital Point Computers Certificate in Computer Application Skills
2013	Digital Opportunity Trust- Kenya Information Communication Technology (ICT)

KEY COMPUTER PROFICIENCY SKILLS

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|--------------------------------|---------------------|
| • Ms Windows & Softwares | • Ms Publisher |
| • Ms Word , Excel & Access | • Data Entry |
| • Ms PowerPoint & Presentation | • Virtual Assistant |
| • Email & Internet | |
| • Adobe Photoshop | |

MANAGEMENT TRAININGS

- Professional Communication Management skills
- Customer Service Care
- Telephone & reception skills
- Computer literacy & IT

REFERENCES

To be provided upon request.