

SUMMARY

Detail-oriented professional with 3+ years of experience in **office assistant**. Skilled in office operations . Seeking to contribute to well being of the organization by facilitating smooth operations as an office assistant .

EXPERIENCE

Feb 2014— Dec 2018

Office Assistant: Prioss Limited, Nairobi Kenya

- Answering phones and directing calls, taking messages, forwarding calls, and providing basic information to callers.
- Handling incoming and outgoing mail, emails, and other communications.
- Organizing and maintaining physical and digital files, ensuring easy access to information.
- Inputting information into databases and spreadsheets accurately and efficiently.
- Assisting with typing, formatting, and proofreading documents.
- Managing calendars, coordinating schedules, and sending out meeting invites.
- Maintaining inventory, placing orders, and tracking expenses.
- Assisting with expense tracking, invoice processing, and other financial tasks.
- Maintaining office equipment by Ensuring copiers, printers, and other equipment are functioning properly.
- Making a positive first impression by welcoming guests and providing assistance.

Feb 2014— Dec 2018

Office Assistant: Prioss Limited, Nairobi Kenya

- Identifying potential customers and generating new leads through various methods like cold calling, networking, or referrals.
- Explaining the features, benefits, and value proposition of the company's offerings to potential customers.
- Guiding customers through the sales process, negotiating terms, and closing deals to achieve sales targets.
- Addressing customer inquiries, resolving issues, and ensuring a positive customer experience throughout the sales cycle.
- Consistently working towards achieving individual and team sales goals.
- Keeping track of sales activities, customer interactions, and performance data.
- Continuously learning about new loan & financial products, services, and industry developments to effectively serve customers.
- Establishing and maintaining strong relationships with both new and existing customers.

CECILIA NJERI NJOROGÉ

Office Assistant

DETAILS



0791661205



cessptah@gmail.com



Nairobi, Kenya

SKILLS

- ◆ Microsoft office suite
- ◆ Data entry and record keeping
- ◆ Office equipment operations
- ◆ Typing
- ◆ Filing systems
- ◆ Book keeping and accounting
- ◆ Clear and effective communication
- ◆ Time management
- ◆ Strong organization skills
- ◆ Ability to identify and resolve issues
- ◆ Willingness to change on new situations
- ◆ Ability to build positive relationships
- ◆ Customer service
- ◆ Confidentiality
- ◆ Team work

LANGUAGES

- ◆ English
- ◆ Kiswahili

EDUCATION BACKGROUND

SKILLS

- Critical Thinking
- communication skills
- Problem Solving
- interpersonal relationship
- Integrity and discipline
- Analytical Skills
- Literacy

SKILLS

- **Literacy Skills:** Learning to read, write, spell, and comprehend basic texts.
- **Numeracy Skills:** Understanding numbers, performing basic arithmetic, and solving simple math problems.
- **Communication Skills:** ability to express ideas clearly in speech and writing, listening actively, and participating in discussions.
- **Problem-Solving Skills:** ability to think critically and find solutions, make decisions, and tackle challenges in learning and daily life.
- **Social Skills:** Cooperating with others, sharing, taking turns, and building friendships.
- **Emotional Regulation:** Recognizing and managing emotions, showing empathy,

Feb 2009— Dec 2012-St. Claire High School

Kenya Certificate of secondary Education (KCSE)

studies English language, Kiswahili, Mathematics, Biology, Chemistry, CRE and History.

Feb 2001— Dec 2008-St. Peters Primary school

Kenya Certificate of Primary Education (KCPE)

Studied English language, Kiswahili language, Social sciences, Business studies and mathematics

REFEREES

1.

Zacharia Kimani



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Grace Njeri



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