

Summary

Detail-oriented office administrator and front office professional with over four years of experience in customer service, executive support, and operational coordination. Adept at managing high-volume administrative tasks, ensuring seamless office workflows, and enhancing customer satisfaction through proactive service delivery. Skilled in scheduling, data management, correspondence handling, and cross-functional collaboration to optimize organizational efficiency. Strong problem-solving capabilities, multitasking proficiency, and ability to operate in fast-paced environments with accuracy and professionalism.

Seamlessly prioritizes key tasks to meet organizational objectives and key performance indicators while fostering a positive and welcoming environment. Quickly adapts to evolving business needs and maintains strict confidentiality in handling sensitive information. Passionate about delivering exceptional service and contributing to organizational growth.

Education

**Diploma in Hospitality Management
(Front Office/Reservation Option)**
May 2016 – Dec 2018
Dykaan College – Kiambu Main Campus

Certification

- Hospitality Management Certification – Dykaan College
- QuickBooks Professional Certification
- Microsoft Office Suite Proficiency Certification

Experience

Wilkiam Network Services Limited Jan 2022 - Jul 2024
Office Administrator

- Streamlined office operations by coordinating executive schedules, managing emails, and handling high-volume inquiries, improving efficiency by 25%.
- Facilitated seamless communication between departments by maintaining organized correspondence and tracking critical documents.
- Oversaw procurement and inventory management, reducing office supply wastage by 30%.
- Assisted in budget planning and expense tracking, ensuring accurate financial records.
- Led office technology setup and troubleshooting, resolving 95% of technical issues without external support.
- Coordinated travel arrangements and logistics for senior staff, optimizing time and cost efficiency.
- Managed sensitive information with discretion, ensuring 100% confidentiality compliance.
- Enhanced customer service by addressing client inquiries and concerns, contributing to a 20% increase in positive feedback.
- Implemented new filing systems, reducing retrieval time by 40%.

Enterprise Data Foundry Limited Jul 2019 - Jul 2021
Office Administrator / Personal Assistant

- Maintained executive calendars, scheduling meetings, and appointments, optimizing time management.
- Developed standardized office procedures, enhancing workflow efficiency by 35%.
- Managed office supply inventory, reducing unnecessary expenditures by 20%.
- Facilitated interdepartmental coordination, ensuring seamless document processing.
- Handled high-level correspondence, drafting and editing official communications.
- Supervised office operations, ensuring adherence to organizational policies and procedures.
- Assisted with budget reconciliation and expense tracking, supporting financial accuracy.
- Trained junior administrative staff, improving productivity across the department.
- Organized conferences and corporate meetings, ensuring professional execution.

Lake Naivasha Rocky Eco-Lodge
Hotel Receptionist

Feb 2019 – Jun 2019

- Managed guest check-ins and check-outs, ensuring a seamless customer experience.
- Processed reservations and maintained accurate room availability records.
- Addressed guest inquiries, requests, and complaints, resolving 95% of issues on first contact.

- Coordinated with housekeeping and maintenance teams to uphold service quality.
- Processed payments and maintained financial transaction records.
- Managed phone inquiries, providing prompt and professional responses.
- Maintained an organized reception area, enhancing the hotel's first impression.
- Assisted with event planning and coordination for corporate guests.
- Ensured adherence to hospitality industry service standards, increasing guest satisfaction by 30%.

Skills

- Hard Skills:
 - Office Administration & Management
 - Customer Service & Client Relations
 - Executive Calendar & Travel Management
 - Records & Data Management
 - Hospitality & Hotel Reservations
 - Front Desk & Reception Operations
 - Microsoft Office Suite & QuickBooks
 - Budget & Expense Tracking
 - Event & Conference Coordination
- Soft Skills:
 - Communication & Interpersonal Skills
 - Time Management & Multitasking
 - Problem-Solving & Critical Thinking
 - Confidentiality & Discretion
 - Adaptability & Flexibility
 - Leadership & Team Collaboration
 - Organizational & Attention to Detail
 - Active Listening & Client Engagement
 - Conflict Resolution & Negotiation

Projects

Notable Projects

- Implemented an automated filing system, reducing document retrieval time by 40%.
- Designed a customer feedback program, improving service ratings by 25%.
- Led the transition to digital record-keeping, enhancing operational efficiency.
- Spearheaded a corporate event coordination initiative, reducing logistical errors.
- Developed a standardized administrative procedure manual, streamlining workflows.
- Managed a front-desk optimization project, cutting guest wait times by 30%.
- Conducted staff training on customer service excellence, increasing positive feedback.
- Executed cost-saving strategies in office supply procurement, reducing expenses by 20%.
- Coordinated a corporate travel policy implementation, optimizing scheduling efficiency.

Language

- Fluent in English and Swahili (Spoken and written)
- French – Intermediate

Achievements & Awards

- Increased office efficiency by 35% through optimized workflow processes.
- Resolved 95% of customer inquiries within the first interaction.
- Enhanced document organization, cutting retrieval time by 40%.
- Boosted guest satisfaction ratings by 30% through proactive service improvements.
- Reduced office supply wastage by 30% through strategic procurement management.
- Improved interdepartmental coordination, enhancing overall productivity.
- Spearheaded technology upgrades, reducing system downtime by 50%.
- Trained junior staff, improving overall departmental efficiency.
- Implemented new customer service strategies, leading to a 20% increase in positive feedback.

Volunteer Experience

- Administrative Assistant – Local Community Welfare Organization (2021-Present)
- Front Desk Support – Charity Fundraising Events (2019-2021)
- Guest Relations Assistant – Hospitality Industry Seminars (2018-2019)

Reference

Available Upon Request.
