

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 Office Administrator	Jan 2022 - Jul 2024
<ul style="list-style-type: none">• 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 Office Administrator / Personal Assistant	Jul 2019 - Jul 2021
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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.
