

Mary Wanjiku Kariuki

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Executive Summary

A highly motivated and detail-oriented Economics and Statistics graduate with practical experience in office administration, having worked as an Office Assistant at the National Social Security Fund (NSSF). Skilled in managing administrative duties, maintaining organized records and supporting efficient day-to-day office operations. Proficient in computer applications including Microsoft Office Suite and other administrative software, with a strong ability to learn and adapt to new technologies. Known for professionalism, clear communication and a strong work ethic. Eager to contribute to a dynamic administrative team and grow within a professional office environment.

Core Expertise

- Exceptional interpersonal and communication abilities
- Customer service and stakeholder engagement
- Proficient in Microsoft Office Suite (Excel, PowerPoint, Word)
- Advanced Excel and Power BI for data visualization and analysis.
- Experienced with R, SPSS and STATA for statistical analysis.
- Strong data collection, management and research methodology skills
- Analytical thinking, problem-solving and organizational skills

Professional Experience

Office Assistant-National Social Security Fund| August 2025-current

- Greeting visitors, receiving them and directing to the appropriate person or department.
- Answering telephone calls, taking messages and routing calls appropriately.
- Managing incoming and outgoing mail and email correspondence.
- Filing, scanning, photocopying, organizing documents and records

- Data entry / maintaining databases or spreadsheets
- Supporting other departments or senior staff with administrative tasks
- Ensuring office is clean, tidy and well maintained

Attachment-National Social Security Fund|May 2024-August 2024

- Assisted in processing new member registrations with accurate data entry and documentation.
- Verified and updated member records to ensure accuracy and compliance.
- Supported benefit claims processing, including Age,retirement,invalidity,Immigration and survivor benefits.
- Provided guidance to members on registration, contributions, and benefits.
- Monitored employer contributions to ensure statutory compliance.
- Assisted in reconciling member contributions and employer records.
- Prepared reports on registration and benefits processing activities.
- Managed filing and retrieval of documents for ease of reference.

Key Achievements:

- Enhanced customer service experience and streamlined registration processes.
- Reduced processing times by implementing thorough verification techniques.
- Developed strong teamwork, communication and problem-solving skills.

Education

Bachelor of Economics and Statistics -University of Embu | 2021 – 2025

Kenya Certificate of Secondary Education (KCSE) -Kahuho Secondary School | 2016-2021

Interests

- a) Reading and Learning new things
- b) Nature walks and socializing with friends

Referees

1. Dr. Geoffrey Kimani Mbugua

Lecturer,

University of Embu

[Tel:0703339863](tel:0703339863)

Email:kimanigeoffrey04@gmail.com

2. Linda Jebet

Secretary,

National Social Security Fund(Nakuru Branch)

[Tel:0722794942](tel:0722794942)