

GLORY NYAMBURA KARANJA

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Professional Summary

Dynamic and results-driven professional with proven success in financial advisory, insurance, administration, and data analysis. Skilled in client relationship management, financial planning, and operations coordination. Adept at using analytical tools (Python, Excel, Power BI, Kobo Toolbox) to streamline workflows, improve efficiency, and enhance decision-making. Recognized for driving growth, improving process accuracy, and strengthening customer satisfaction across diverse sectors.

Core Skills

- Financial & Investment Advisory
 - Risk Assessment & Insurance Underwriting
 - Client Relationship Management
 - Procurement & Office Administration
 - Data Analysis & Reporting (Python, R, Excel, Power BI)
 - Customer Service Excellence
 - Documentation & Compliance Management
 - Communication & Report Writing
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Professional Experience

Shix Limited – Admin, Procurement

Dec 2024 – Oct 2025 | Nairobi, Kenya

- Act as primary liaison between project teams and stakeholders, streamlining communication and ensuring timely documentation flow.
- Draft key procurement documents including award letters, performance securities, and programs of works, reducing revision cycles by 20%.
- Prepare and track insurance cover letters, contractor submissions, and payment requests, accelerating milestone approvals.
- Coordinate contractor records (CVs, reports) and manage tender preparations, ensuring 100% compliance with procurement timelines.
- Manage KRA eTIMS invoice submissions and follow up on requisitions, cutting delays in processing by 25%.
- Maintain real-time project progress trackers, boosting internal reporting efficiency and reducing redundant meetings.
- Prepared and updated Bills of Quantities by pricing items accurately, while developing project methodologies and workflow charts to enhance procurement and project execution.

Graes Liliias Insurance Agency – Insurance Underwriter

Sep 2024 – Oct 2025 | Nairobi, Kenya

- Maintained a 95% renewal rate across 100+ clients through consistent follow-ups.
- Processed 40+ insurance premiums monthly through client and provider coordination.
- Oversee end-to-end vehicle valuation and documentation processes, reducing processing time by 30%.
- Send policy and premium reminders across a portfolio of 100+ clients, maintaining a 90% renewal rate.
- Respond to customer queries and educate clients on suitable policies, enhancing upsell opportunities.
- Manage the agency's social media platforms, generating leads and improving engagement by 40%

Sankhyana Consultancy Services Pvt Ltd – Business Development Intern

Mar 2024 – Aug 2024 | Remote

- Conducted market research and built client relationships.
- Supported sales data collection and prepared reports.
- Presented company products to potential leads and contributed to CRM updates

Strategic Synergy Consultants Ltd – Data Collector (Contract)

Nov 2022

- Scheduled interviews for a customer satisfaction survey
 - Collected KPI data from 200+ participants using Kobo Toolbox.
 - Compiled and submitted daily field reports.
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Key Projects - Final Year Project

Designed and implemented an SIR model using Python and R to simulate and predict COVID-19 infection and mortality rates across Kenya, Uganda, and South Africa, using data from WHO and Ministry of Health sources. The model demonstrated high predictive reliability and can be adapted to forecast the spread of other infectious diseases such as Monkeypox, supporting public health planning and academic research.

Education

Bachelor of Science in Industrial Mathematics

Aug 2018 – Aug 2022

Jomo Kenyatta University of Agriculture and Technology, Kenya,

Python for Data Science – Certificate

Jan 2024 – Mar 2024

Equator Institute of Technology and Business Studies, Nairobi,

Certifications & Awards

- Data Entry Management Badge – Ajira Digital Program
 - Vibe Coding and Internet Safety Essentials – Women Techsters Launchpad Program
 - Avalanche Fundamentals – Avalanche Academy
 - Blockchain Fundamentals – Avalanche Academy
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References

1. Prof. Steven Runo – Associate Professor of Molecular Biology
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2. Purity Nanjala – Accountant, Shix Limited
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