

# CAROLINE WANGARI KUNG'U

P.O.BOX 55691-00200 | Nairobi  
Tel: +254 722 731 762/ +254 784757754  
Email: [ckungu.1612@gmail.com](mailto:ckungu.1612@gmail.com)

## CAREER PROFILE SUMMARY

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As a multi-skilled and result-driven Personal Assistant and Administration Professional, I excel in running end-to-end administration functions. In my course of experience, I have gained skills in executive support, office management, and customer relations. The positions I have held have seen me grow my skill-set and improve my ability to handle diverse roles. Led by my strong problem - solving and organizational skills. I have established a unique ability to steadfastly manage duties and responsibilities pertinent to a company's growth. Moreover, I have also excelled in Aviation. My goal is to secure a position where my skills and experience will be utilized to ensure the smooth running of operations and ensure the office has a conducive environment for employees.

## EDUCATION BACKGROUND

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- **Certified Public Accountants** - Strathmore University - 2023 (On going)
- **Diploma in Secretarial Studies** - Queensway Secretarial College/Cambridge; 1998- 1999
- **Diploma in Computer Applications** - Queensway Secretarial College; 1992- 1994
- **Kenya Certificate of Secondary Education** - SSD Girls High School; 1987 - 1990

## PROFESSIONAL CERTIFICATIONS

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- **International Computer Driving License** - New Horizons Computer Learning Centre; April 2012

## KEY SKILLS AND COMPETENCIES ACQUIRED

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- **Administration Skills:** Experienced in managing office activities, procurement, negotiating with suppliers, making budget preparations, arranging travel itineraries, and managing communications.
- **Personal Assistant Skills:** I am proficient in the roles I carry out, whereby I prepare documents, manage all itineraries, organize and maintain diaries and make appointments.
- **Office Management:** Expert in handling general office administration duties, for example, interacting with clients, ensuring the proper filing of office documents, managing the company and the bosses' diary, writing minutes, and compiling reports.
- **Front Office Management:** Conversant with front office functions such as re-organizing the visitor check-in and out procedure, keeping a record of all guests and distributing incoming mail, and managing outgoing correspondence.
- **Customer Service:** Experienced in interacting with customers as I follow up to ensure that appropriate actions have been taken and their needs are met, increasing customer satisfaction.
- **Organization Skills:** Good understanding of the company policies for successfully running the business. Well-organized and experienced in fulfilling administrative tasks.
- **Articulate Communicator:** Successfully ensure that I convey to customers what they want to hear, applying positive language, remaining cheerful, and ensuring they are satisfied with the service.
- **Team working Skills:** Ability to work effectively in a team and relate well with colleagues and superiors by maintaining a professional relationship with them.

- **Flexibility and Adaptability:** I am a flexible team player who thrives in environments that require the ability to prioritize and juggle multiple concurrent tasks effectively.
- **ICT Competencies:** Good command of navigating Word, Excel, PowerPoint, Internet and Email.

## WORK HISTORY

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### Administration/Personal Assistant

**SAFEPRO Limited: 2023 - 2024**

#### Duties and Responsibilities:

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- Handling all incoming and outgoing correspondence (Incoming emails via different handlers and calls).
- Processing and sending quotations/invoicing.
- Handling training proposals - .
- Outsourcing orders and ensuring supply within the shortest time possible.
- Planning and coordinating training (Occupational Safety & Health Committee training (OSH)/ First aid training/ Fire fighting training / Risk assessment training/ Environmental awareness training, Chemical safety training/HIV/Aids training.
- Job confirmation/purchase order.
- Organizing for training materials.
- Certificates that are duly recognized and approved by the Directorate of Occupational Health and Safety services shall be given to all course participants upon successful completion of training.
- Confirm the LPO sent
- Liaise with the client on the date to conduct the audits/training e.g. (OSH - Occupational Safety and Health committee training, First aid training, fire fighting training, risk assessment training, electrical safety training, environmental awareness training, chemical safety training, Covid awareness training, HIV/AIDS training).
- Inform the compliance team, they will then write reports after the audits.
- Stock taking on training material - 1. (Personal Protective Equipment - Dust Mask/Ply Mask/Diamond Grip Gloves) - 2. (Fire Equipment - Fire Blankets/Automatic Dip/Hose Reel Fixed) 3. (First Aid Items - Canvas First Aid Kit/Emergency Eye Wash/Shower Station/First Aid Kit Plastics) 4. Stationary.
- Maintaining petty cash and requesting for cash for all operations.
- Make payment to trainers and service providers.
- Sending audits and training notifications to DOSH officers - (Division of Occupational Safety and Health) (This should be done immediately after the client has confirmed the job for audits and training's).
- All audit notifications are sent to the respective COSHO (Certified safety and health officer) same to handed over to the Director for signing.
- Submitting audit and training reports done in the previous month within 10 working days.
- Ensuring facilitating workplace renewal forms and following up on the processing and claims if they hadn't been paid.
- Invoicing for all jobs upon job completion (via Quick books)
- Updating the debtors list on weekly basis.
- Following up on payment due on invoice.
- Sending statement of account.
- Receiving payments on quickbooks
- Daily updating the Directors on the activities done, new jobs and their upcoming engagements.
- Maintaining a register of organizations audited, trained and fire extinguishers service dates to updated monthly after audit returns are sent within 10 working days of every month.
- Sending clients remainders of their audits, extinguishers and training to be done 1<sup>st</sup> week of every month.

- Making a follow up with compliance team to ensure reports are submitted within 30 days of day of audit.
- Managing all support staff i.e. solving conflicts, providing necessary resources for job execution etc.
- Leave management to staff.
- Chair staff weekly meetings.
- Report any work related challenges to the directors.
- Ensuring all team members are performing their duties as required.
- Create zoom links for meetings and training's.
- Pay for tenders/PQS when need arises.
- Ensure all pqs and tenders are submitted in good time.
- Working on tenders and PQ's (Prequalifications).

## **WORK HISTORY**

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### **Airline Accounts Manager**

**NAS Airport Services Limited: 2010 – 2021**

#### **Duties and Responsibilities:**

##### **Operations Management and Administration:**

- Spearheaded Core Clientele (Airlines) Accounts Relationship Operations and Management for Brussels Airlines, Qatar Airways, British Airways, China Southern Airlines, South African Airways, ETIHAD Airways, Malawian Airlines, Ethiopian Airlines, Turkish Airways, Virgin Atlantic, Korean Air, Charter Flights and Kenya Air Force (VVIP) .
- Facilitated financial planning, presentation, and reporting for different airlines and followed up with the Finance team to ensure due compliance.
- Handled all coordination of presentations and customer/ client external audit visitations.
- Ensured Internal and external communications management by creating and maintaining a database of product lines, prices, schedules, and service timelines like price anniversaries, contract anniversaries, meal presentation dates, and menu change dates.
- Oversaw deployment of automated information systems to analyze customer situations and proffer plausible solutions.
- Owned and managed Q-Pulse system, liaised, and arranged with IT on user training, followed up on logging of complaints in Q-Pulse, and ensured same are closed.

##### **Customer Service and Personal Assistant Roles:**

- Spearheaded performance of after-sales services and follow-up with various customers.
- Maintained customer records of contracts, prices, and menus in liaison with costing and accounts departments. Kept records of customer interactions and details of inquiries, complaints, comments, and actions taken.
- Recommended improvement in product, packaging services, billing methods, and procedures to avert unforeseeable operational risks/challenges.
- Referred unresolved customer queries/ petitions/ grievances to designated and appropriate channels and departments for further investigation and subsequent remedial action.
- Initiated, managed, and transmitted invoicing, menu (grids and arrangement) development, pricing, and product line using an automated information system known as SACs.
- Facilitated customer visits, audits, and meal presentations in liaison with relevant departments and ensured the customer felt at home during their visit to the catering unit.
- Ensured that all departmental equipment, computers, printers, laminator, cameras, etc., were in complete working order and well maintained.

**Secretary/Receptionist/Personal Assistant**  
**Intas Pharmaceutical Exports Limited; 2006 – 2009**

**Duties and Responsibilities:**

- Managed Director's diary and assessed the priority of appointments and reallocation as necessary.
- Processed Director's correspondence and ensured that incoming mail was dealt with by the Director/or on behalf of the Director or other staff as appropriate.
- Maintained Director's office systems, including data management, records of Director's contacts, and filing.
- Made calls, inquiries, and requests and dealt with them when appropriate.
- Assisted Director in researching and following up with the action on matters which fall within the Director's responsibility - chasing responses, triggering follow-up action.
- Produced documents, briefing papers, reports, and presentations for the Director.
- Organized meetings and ensured that the Director was well-prepared for those meetings.
- Prepared agendas, per-meeting briefings, and meeting papers.
- Met and greeted visitors at all levels of seniority and maintained good client relations.
- Supervised all trust incoming and outgoing mail and conducted any other duties that the Director may reasonably require.

**Secretary/ Business Administrator/ Operations Coordinator Manager (Part-Time)**  
**Wiselinks Sales and Marketing Limited; 2004 – 2005**

**Duties and Responsibilities:**

- Ensured sound and excellent clientele relationship management while overseeing the creation and maintenance of a database of promoters.
- Kept an updated list of all materials purchases and their respective allocations and closing stock with monthly compounded reports.
- Filed receipts and allocation of promotional giveaways for the various promotions as per their periods with monthly summary reports.
- Assisted the Project Manager with quality reports for Field Operations and handled payment reconciliation and debt recovery/ credit control.
- Developed and implemented departmental budgets and coordinated training needs assessment.
- Processed staff payments and claims.
- Ensured proper project supervision, coordination, and overall management, including both internal and external communications management.

**Manager/ Business Administrator (Part-Time)**  
**Fresh and Friendly Fast Foods /Antonio's Grill; June - December 2003**

**Duties and Responsibilities:**

**Business Administration Roles:**

- Developed work plans and budgets for the Department for approval.
- Oversaw the execution of the approved departmental work plans and budgets and performance management in the department.
- Prepared and submitted all monthly, quarterly, and annual reports for the department.
- Prepared draft board management papers for approval.
- Identified training needs for the departmental staff and participated in the recruitment of staff within the department.
- Participated in the development and review of the Institution's strategic plan.

- Identified procurement needs of the department and participated in various committees in the Institution.
- Recommended expenditures for the investor support department and prepared monthly, quarterly and annual reports for the department.
- Mentored and coached staff in the department.
- Participated in the planning and implementation of the performance management program.

#### **Managerial Roles:**

- Ensured accuracy in the daily updating of cash books and relevant book reconciliation
- Executed internal and external communications management
- Supervised general work and staff and offered support to other staff when required.
- Oversaw the development of staff welfare policies and procedure.
- Ensured proper coordination of staff recruitment and deployment
- Provided adequate management for employees' benefits schemes, medical insurance, pension, etc.

#### **Business Administrator/Secretary Argos Furniture Limited; 2001 – 2002**

##### **Duties and Responsibilities:**

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#### **Secretary Roles:**

- Carried out office administration and handled inquiries, and received and attended to visitors.
- Reserved appointments and maintained office diary.
- Handled correspondences, telephone calls, office documents, and equipment.
- Recorded dictation in shorthand - typed and ensured accurate processing of data.
- Provided good office layout and that all operating office machines were in good conditions.
- Planned and organized meetings and secured office documents, records, and equipment security.
- Any other duty as may be assigned by the office manager.

#### **Business Administrator Roles:**

- Ensured compliance and proper Accounts and inventory management.
- Handled compilation and presentation of monthly stock and sales report.
- Spearheaded and oversaw internal and external communications management.
- Led in formulating & developing policies, plans, and strategies in operations, including risk management and contractor performance measurement plans.
- Ensured development and review of the daily and weekly reports and asset disposal plans in line with the organization and monitoring project implementation.

#### **Assistant Operations Manager/Junior Business Administrator/PA Three Bells Restaurant; 1996 – 2000**

##### **Duties and Responsibilities:**

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#### **General Secretarial Duties:**

- Assisted in the day-to-day activities of the Administration and Front Office.
- Participated in maintaining the front office operations by receiving and distributing communications accordingly.
- Assisted in providing reception services and maintaining client relations.
- Offered assistance in maintaining the administration office's filing and storage systems.
- Assisted in managing stocks of consumables, stationery and utilities.
- Oversaw all activities of office and assets servicing and maintenance.

- Assisted in logistics and fleet management; and any other duties as assigned.

#### **Operations and Business Administration Roles:**

- Oversaw computation of records and compilation of daily Point of Sales (POS) receipt system.
- Prepared and ensured accuracy in Payroll and related tax filing and follow-up activities.
- Oversaw all Credit control operations and handled inquiries.
- Performed staff training and capacity building and assisted in daily stock control and management.
- Spearheaded internal and external communications management to ensure unity and team motivation.

#### **Secretary/Business Administrator (Part-Time)**

**Mwingi Auto Garage; January - April 1995**

##### **Duties and Responsibilities:**

##### **General Secretarial Duties:**

- Participated in the administration and front office's daily operations.
- Handled all receiving and disseminating communications appropriately; they helped to keep the front office activities running smoothly.
- Helped in maintaining client relationships and providing reception services.
- Offered help with keeping the file and storage systems in the administration office.
- Supported the management of supplies of consumables, office supplies, and utilities.
- Directed all office and asset service and maintenance activities.
- Assisted with fleet management and logistics, among other tasks, as needed.

##### **Business Administrator Roles:**

- Oversaw all filing and typing of official documents and ensured accuracy in all data entries.
- Spearheaded telecommunications operations management and handled concerns and inquiries.
- Guaranteed proper financial control and human resource management of casual staff.
- Oversaw all credit control operations and handled inquiries.
- Performed staff training and capacity building and assisted in daily stock control and management.

#### **TRAINING & WORKSHOPS ATTENDED**

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- **Food Safety and Hygiene Training** - NAS Airport Services Limited; 2021
- **Aviation Security Training for NAS Airport Services, Nairobi, Kenya** - Afri-Aviation Solutions Limited - 2021
- **Ramp Safety Training NAS Airport Services Limited, Nairobi, Kenya** - NAS Airport Services Limited - 2021
- **Food Safety and Hygiene Training** - NAS Airport Services Limited - 2020
- **British Airways Catering Workshop, United Kingdom** - British Airways Global Catering Operations, Harmondsworth, England - 2019
- **Pre-retirement Training for NAS Airport Services Limited, Nairobi, Kenya** - Enwealth Financial Services Limited - 2017
- **Trustee Development Program Kenya (TDPK)** - College of Insurance, Nairobi, Kenya - 2016
- **Basic First Aid Course, Nairobi, Kenya** - Kenya Safety Tech Limited - 2015
- **Workshop/Training/Caterers Conference** - ETIHAD Airways - Abu Dhabi (UAE) - 2014
- **1<sup>st</sup> SAA Caterer Conference, Johannesburg, South Africa** - South African Airways - Logistics and Inventory Management, Johannesburg, South Africa - 2013

- **Staff Development Program for NAS Airport Services geared towards Cruise Altitude Performance and Results** - Associated Consulting and Training Institute - 2013
- **Aviation Security Training for NAS Airport Services, Nairobi, Kenya** - Afri-Aviation Solutions Limited - 2013
- **Global Catering Supplier Workshop, United Kingdom** - Virgin Atlantic Airways Limited, West Sussex, United Kingdom - 2012
- **Corporate Catering Workshop, Kasarani, Kenya** - East African Breweries Limited (EABL) - 2012
- **Performance Management Skills Course, NAS Airport Services Limited, Nairobi, Kenya** - Associated Consulting and Training Institute - 2012
- **Food Safety and Hygiene Training** - NAS Airport Services Limited - 2012
- **NAS Strategic Plan Induction and Implementation Course, Nairobi, Kenya** - Associated Consulting and Training Institute - 2011
- **Aviation Security Training for NAS Airport Services, Nairobi, Kenya** - Afri-Aviation Solutions Limited - 2011

#### **AWARDS & HONORS DURING SERVICE/PERSONAL ACHIEVEMENTS**

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- **Commendation Note on Ad hoc British Airways Meal Presentation** - NAS Airport Services Limited - 28th of April, 2021
- **Long Service Certificate (10 Years)** - NAS Airport Services Limited - 14th of September 2020
- **Letter of Commendation Note on VVIP Menu and Meal Proposal/Presentation** - Kenya Air Force (KAF) - January 2019
- **Medal Awards** - Standard Chartered Marathon 21km/Beyond Zero 21km/Mater Heart 10km
- **Letter of Commendation** - NAS Airport Services Limited - EABL event.
- **Certificate** - On Church training's.
- **Certificate** - First Aid training.

#### **REFEREES**

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##### **Lawrence. G. Mbugua**

Director

Mensor Consultants Limited

Tel: +254 722 675 892

Email: [mbugua@mensor.co.ke](mailto:mbugua@mensor.co.ke)

##### **Mercy Mathenge**

Managing Director

Power Options Limited

Tel: +254 716 611 126

Email: [mercy@poweroptionltd.com](mailto:mercy@poweroptionltd.com)

##### **Tom Andalo**

Chief Executive Officer

Nifty Innovations Limited

Tel: +254 721 713 009/ +254 733 661 989

Email: [tandalo@gmail.com](mailto:tandalo@gmail.com)