

# IRENE MWAURA

## Contact

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+254 724 582 063

## Education

### Belhsa Driving

Driving License

### Udemy - Online (UK)

Certificate, Microsoft Excel

### Jordan College of Technology - Kenya

Information Technology & Communication

### Jordan College of Technology - Kenya

Diploma, Tourism & Hospitality

## Skills

Document Scanning  
Software, Aircraft Maintenance, Cleanliness, Archiving, Microsoft Access, Scanning, Tourism Industry, Hospitality, Communication, Digital Marketing, Microsoft Excel, Data Systems, Maintenance Training, Customer Service, Social Media, Administration, Consulting, Information Technology, Training, Engineering, Marketing, Contract Cleaning, Professional Cleaning, Teamwork, Customer Satisfaction, Cleaning, Office Administration, Administrative Assistants,

## SUMMARY

Highly motivated and results-oriented professional with experience in administration, operations support, and customer service. Skilled in coordinating daily operations, managing tasks efficiently, and delivering exceptional service standards. Strong communicator with proven ability to work in multicultural and fast-paced environments. Adaptable, detail-oriented, and ready to contribute positively to international teams while ensuring operational excellence and organizational success

## Experience

### Afrotego Limited

Dez 2024 - Present

#### Consulting Maintenance Orderly

Responsible for supporting daily maintenance and operational activities within a structured environment, ensuring facilities, equipment, and work areas are safe, functional, and well-maintained. Assisted in preventive maintenance, basic repairs, and fault identification, while monitoring and reporting on inventory levels of tools, equipment, and operational supplies. Maintained accurate documentation and records to meet organizational and compliance standards. Ensured adherence to health, safety, and workplace regulations, including proper sanitation, hygiene, and equipment handling procedures. Worked collaboratively with supervisors and team members to complete tasks efficiently, demonstrating reliability, attention to detail, and flexibility in shift-based schedules, including nights, weekends, and public holidays.

### Wakhan Properties

Jul 2022 - Feb 2023

#### Digital Marketer

Responsible for planning, implementing, and managing online marketing campaigns to promote a company's brand, products, or services. Uses digital channels to increase visibility, drive engagement, and generate leads while analyzing performance metrics to optimize results.

### transguard IIC

Nov 2020 - Jan 2022

#### Customer Service Agent

Responsible for providing excellent service to customers by addressing inquiries, resolving issues, and ensuring a positive customer experience. Acts as the primary point of contact

Microsoft Word, Microsoft Office, Social Media Marketing, Email Marketing, Marketing Strategy, Time Management, Airlines, Maintain Inventory of Airport Operations, Stock Control Management, Logistics Coordination, Problem Solving, Adaptability, Cross-Functional Team Leadership, Inventory Management, Health and Safety Management, Documentation, Ability to Work in Fast Paced Environment

between the company and its clients, maintaining high standards of professionalism and customer satisfaction.

### **Emirates airline**

Jun 2017 - Mär 2020

#### **Logistics Coordinator**

Provided leadership and oversight in coordinating airport logistics to support safe, efficient, and on-time flight operations in line with Emirates Airways' commitment to safety, operational excellence, and guest satisfaction. Led the planning, distribution, and control of aircraft supplies, ground support equipment, catering materials, and operational assets to meet flight schedules and turnaround targets. Collaborated closely with ground handling, engineering, catering, security, and airport stakeholders to ensure seamless coordination and accountability across operations. Supervised inventory control processes, monitored stock levels, and ensured accurate documentation and reporting to maintain operational readiness and audit compliance. Ensured strict adherence to Emirates engineering safety policies, GCAA, ICAO, IATA, and airport authority regulations, promoting a strong safety culture and disciplined airside operations. Actively identified operational risks, resolved logistics challenges, and supported irregular operations to protect on-time performance and service continuity. Demonstrated strong leadership, decision-making, and problem-solving skills in fast-paced, high-pressure environments while mentoring team members, maintaining shift coverage, and upholding Etihad's values of collaboration, accountability, and continuous improvement.

### **Emirates Airline**

Feb 2016 - Jun 2017

#### **Admin Assistant**

Provides administrative and clerical support to airline operations, ensuring smooth office workflows, efficient documentation, and effective communication between departments. Supports operational teams, management, and customer service units to maintain high standards of airline administration.

### **Transguard LLC**

Jun 2014 - Jan 2016

#### **Aircraft Cleaner Supervisor**

Responsible for overseeing and coordinating the cleaning and maintenance of aircraft interiors, ensuring high standards of hygiene, safety, and efficiency. The supervisor manages cleaning teams, monitors workflow, and ensures compliance with airline and aviation regulatory standards.