

LOISE MWIKALI MUTUA

Empathetic Care Worker with sensitive and compassionate approach to cultivating trusting, stimulating and varied lifestyle for residents. Offers enhanced care with flexible learning approach for patients. Experience in hospital and in-home settings providing guidance and encouragement to patients through physical and emotional support.

Diligent Caregiver focused on providing optimal support to clients through personalized assistance and care required to manage diverse medical conditions. Proficient in organizing medications, doctor appointments and personal activities. Caring, organized, and friendly with excellent interpersonal skills.

Education

2025-01	Certificate: Basic Life Saving Skills <i>Kenya Red Cross - Kenya</i>
2023-01	Certificate : Caregiving <i>Milele College - Nakuru, Kenya</i>
2022-01	Certificate: Basic Life Saving Skills <i>Kenya Red Cross - Kenya</i>
2019-01	Certificate: Office Administrationn <i>Kenya School of Government - Nairobi, Kenya</i>
2017-01	Certificate <i>Kenya Institute of Management - Nakuru, Kenya</i>
2003-01	Diploma: Secretarial Studies <i>Tracom College - Nakuru, Kenya</i>
2003-01	Computer Certificate <i>Egerton University - Nakuru, Kenya</i>
1990-01	KCSE Certificate: Kenya Certificate of Secondary Education <i>Mwala Girls High School - Machakos, Kenya</i>

Contact

Address

20100, Nakuru, Nakuru
District KE

Phone

+254 722735711

E-mail

loimutua@gmail.com

Skills

Elderly care

Basic housekeeping

Patient companionship

Patient care

Mobility assistance

Meal preparation

Personal hygiene assistance

Adaptability and flexibility

Verbal and written communication skills

Incident reporting

Time management

Emotional support

Team collaboration

Dependable and responsible

Behavioral management

Work history

2014-08 -
Current

Secretary

*Nakuru Water and Sanitation Services Co. Ltd,
Nakuru*

- Handled sensitive information discreetly, maintaining confidentiality when managing personnel files or financial data.
- Prepared professional correspondence, including memos, letters, and emails, ensuring accuracy and timeliness.
- Managed executive calendars, scheduling appointments and meetings to optimize time management.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Provided clerical support to company employees by copying, faxing, and filing documents.
- Contributed to a positive work environment by providing support to colleagues when needed in various tasks or projects.

2009-07 -
2017-03

Billing Assistant

*Nakuru Water and Sanitation Services Co. Ltd,
Nakuru*

- Collaborated with sales and customer service teams to ensure accurate client information, leading to improved billing accuracy.
- Reduced errors in billing documentation by implementing a thorough double-check system.
- Streamlined the invoicing process for increased efficiency through close collaboration with the accounts receivable team.
- Identified, researched, and resolved billing variances to maintain system accuracy and currency.
- Improved billing accuracy by diligently reviewing and verifying invoice data before submission.
- Worked closely with the accounting department to ensure timely and accurate posting of client payments.
- Coordinated with other team members to

Languages

English

Kiswahili

streamline billing processes, resulting in reduced turnaround times for invoice generation and distribution.

- Supported month-end closing activities by reconciling accounts and preparing financial reports as needed.

**2006-11 -
2009-07**

Computer Operator

*Nakuru Water and Sanitation Services Co. Ltd,
Nakuru*

- Generated reports covering details about data, system operation, and error monitoring.
- Maintained a high level of accuracy in data entry tasks, resulting in improved overall data quality.
- Reacted calmly during times of highly stressed or emergency situations.
- Boosted productivity by providing technical support to users, resolving issues in a timely manner.
- Optimized resource usage by efficiently allocating computer systems for various workloads and user needs.
- Reduced downtime by proactively identifying potential issues and taking corrective actions before problems escalated.
- Ensured smooth workflow through effective coordination with other IT professionals on projects and tasks.

References

- Zaituni, Kanenje,
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- Isaiah, Miroro,
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Nakuru Water and Sanitation Services Co. Ltd