



## BARBARA MWENDE

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## PROFESSIONAL SUMMARY

Proactive and empathetic professional with a Bachelor's degree in Psychology and a robust background in customer service, administrative operations, and mental health support.

Demonstrates a strong track record in delivering exceptional client experiences, optimizing workflow efficiency, and managing high-pressure situations with professionalism.

Experienced across logistics, entertainment, and healthcare sectors. Seeking an opportunity to contribute skills in a dynamic, people-centered environment.

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## KEY SKILLS

- Customer Service & Support
- Administrative Coordination
- Conflict Resolution
- Logistics Operations
- Emotional Intelligence
- Microsoft Office & Google Suite
- Time Management
- Counseling & Psychosocial Support
- Communication & Interpersonal Skills
- Team Collaboration

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## PROFESSIONAL EXPERIENCE

### **Clerk – Autoports Freight Terminals**

*Feb 2024 – Present*

- Manage operational documentation for trucks transporting steel coils and billets.
- Oversee offloading of SGR cargo with focus on efficiency and safety.
- Compile and submit daily activity reports.
- Liaise between logistics teams and freight handlers.
- Maintain inventory records and loading schedules.

### **Customer Service Executive – Calltronix**

*Dec 2023 – Nov 2024*

- Supported clients via phone, email, and chat.
- Resolved customer issues to ensure satisfaction.
- Managed account updates, order tracking, and inquiries.
- Worked with teams to resolve service gaps.
- Collected and relayed customer feedback to improve services.

### **Psychologist Intern – Nova Pioneer Tatu Primary**

*Aug 2023 – Nov 2023*

- Conducted one-on-one and group counseling sessions.
- Assisted in organizing parent workshops and class-based sessions.
- Helped design social and emotional learning themes.
- Maintained confidential records and tracked student progress.

### **Psychologist Intern – Mathari National Teaching & Referral Hospital**

*May 2023 – Aug 2023*

- Carried out psychological assessments and evaluations.
- Delivered CBT, DBT, and REBT interventions.

- Responded to crisis situations including suicide ideation cases.
- Collaborated with psychiatrists on treatment planning.

### **Psychologist – Nairobi Psychological Home**

*Jan 2023 – July 2023*

- Conducted individual and group therapy using evidence-based methods.
- Educated clients and families on mental health and coping skills.
- Performed assessments for children and adolescents.
- Supported outpatient crisis management efforts.

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## **EDUCATION**

### **Bachelor of Science in Psychology**

Egerton University | *Sept 2019 – Apr 2023*

- Second Class Honours (Lower Division)

### **Certification in Mental Health Inclusion**

WHO Quality Rights Program | *Nov 2022 – Dec 2022*

### **Kenya Certificate of Secondary Education (KCSE)**

St. Angela's High School | *Feb 2015 – Dec 2018*

## REFEREES

### **Betty Kithele**

School Psychologist, Nova Pioneer Tatu Primary  
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### **Billy Omeno Sibuor**

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### **Mercy Muema**

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