




BARBARA MWENDE

P.O. Box 105361 – 00100, Nairobi, Kenya

+254 796 165 212 |  barbaramwende5@gmail.com

 [LinkedIn: barbara-mwende-3836781b4](https://www.linkedin.com/in/barbara-mwende-3836781b4)

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.

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

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 Kithale


School Psychologist, Nova Pioneer Tatu Primary

 +254 790 950 404

 bmuimi@novapioneer.com

Billy Omeno Siboor


Clinical Psychologist, Mathari Hospital (NAPH Clinic)

 +254 720 423 820

 sibuorbj@gmail.com

Mercy Muema

Senior Clerk, Autoports Freight Terminals

 +254 711 944 244

 mercy.muema@autoportsfreight.com