

# DORIS MUTWA MALUKI

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## PROFESSIONAL PROFILE

Highly motivated and organized Diploma graduate in Secretarial Studies with practical administrative and front office experience. Strong ability to manage office operations, communicate professionally, and support teams efficiently. Adaptable, reliable, and suitable for diverse roles across administrative, customer service, clerical, and support positions.

## CORE SKILLS

- Front office and reception management
- Typing, data entry, and document preparation
- Microsoft Word, Excel, and PowerPoint
- Filing, record keeping, and office organization
- Customer service and professional communication
- Time management and multitasking
- Teamwork and interpersonal skills
- Office equipment handling (printer, scanner, copier)

## WORK EXPERIENCE

### **Administrative / Front Office Assistant (Industrial Attachment)**

Ministry of Public Service, Human Capital Development and Special Programmes

- Managed front office reception and assisted visitors courteously.
- Handled phone calls, inquiries, and office correspondence.
- Typed, printed, scanned, and filed official documents accurately.
- Maintained records and supported daily administrative operations.
- Worked closely with staff to ensure smooth office workflow.

## EDUCATION

### **Diploma in Secretarial Studies**

NYS Institute of Business Studies (2023 – 2025)

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

Katoteni Secondary School (2020)

### **Kenya Certificate of Primary Education (KCPE)**

Acacia Plains Academy (2016)

## CERTIFICATIONS & TRAINING

- Certificate in NYS Soft Skills Training

## REFEREES

### **Fransica Kamwethya Nyalo**

Teacher, TSC

Phone: 0725 372 311

**Titus Ndeto Munandi**

Teacher

Phone: 0714 519 959

**Jane K. Muriuki**

POAO, Ministry of Public Service

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