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Nationality: Kenya

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Marital Status: Engaged

Skill

Communication and Team collaboration

Attention to details

Leadership and team management

Adaptability and flexibility

Objective

I'm a psychology graduate with a strong passion for disability inclusion. I'm excited to apply for the Program Lead position where I can combine my knowledge and dedication to create inclusive programs that make a real difference. I believe in empowering individuals with disabilities and working to ensure everyone has equal opportunities to thrive.

Work Experience

HopeCo Foundation 09/2024 - Nowadays

House manager and psychologist

As a House Manager I:

- Oversee daily household operations.
- Coordinate schedules and manages staff.
- Maintain efficient inventory and handles maintenance requests.
- Create and manages household budgets.
- Communicate with team members about responsibilities.
- Solve problems quickly and effectively.
- Ensure a comfortable and organized environment.

As a Psychologist I:

- Provide support and counseling for mental health.
- Conduct assessments to identify client needs.
- Develop personalized treatment plans.
- Actively listen with empathy and understanding.
- Apply various therapeutic techniques.
- Continually learn and update knowledge in psychology.
- Empower clients to improve mental well-being and lead fulfilling lives.
- Provide trauma-informed therapy to girls aged 8–12 affected by GBV, SGBV, abuse, and stigma.
- Lead psychosocial interventions and empowerment initiatives at the rescue shelter.
- Collaborate with multidisciplinary teams to ensure holistic care and recovery.

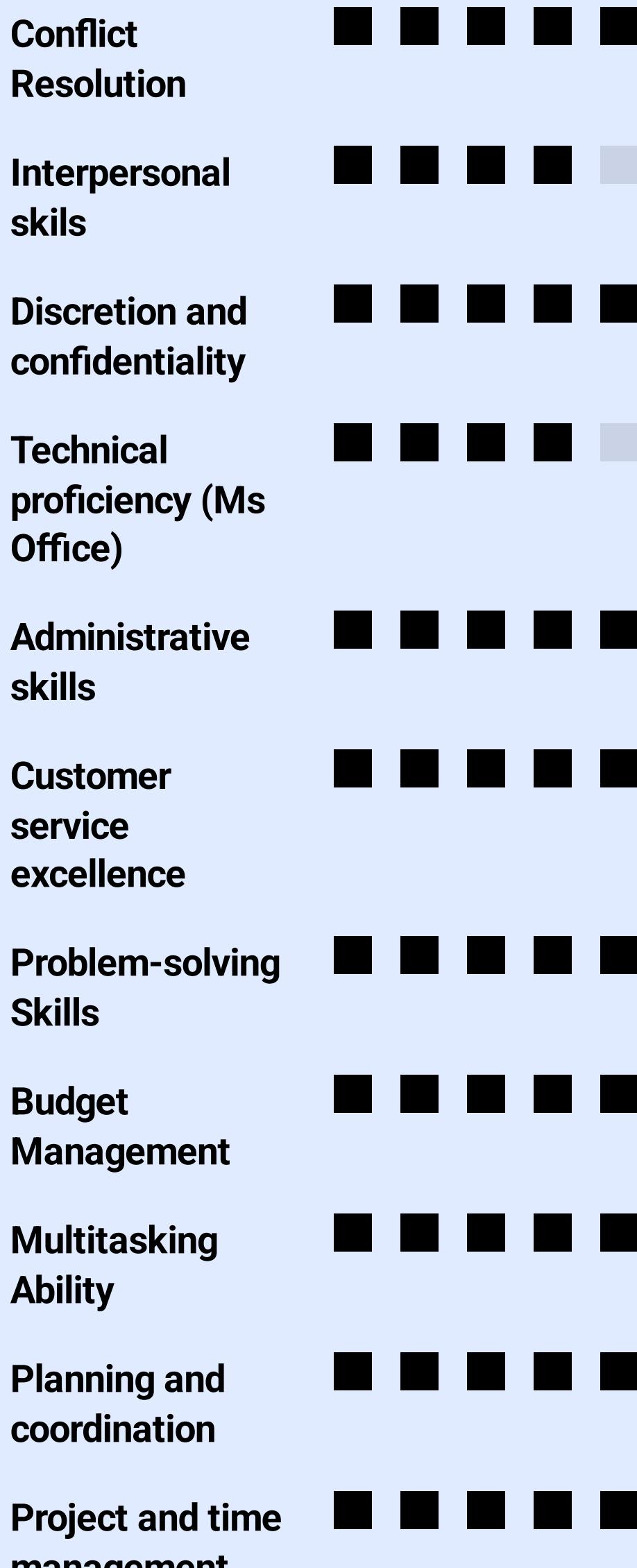
ProDesigns Inc 01/2024 - Nowadays

Junior Technical Officer (part-timer)

As a Junior Technical Officer (Part-Time) at ProDesigns Inc I:

1. Provide Technical Support:

- Assist clients and team members with technical inquiries regarding products and services.
- Troubleshoot hardware and software issues and ensure timely resolutions.



Interest

Customer service volunteering, reading and writing, event planning, interior design, cooking and meal prep, gardening, project management, fitness and wellness, networking, and professional development.

2. Conduct Product Testing and Development:
 - Participate in testing new products and prototypes to ensure quality and functionality.
 - Collaborate with the engineering team to offer feedback for product improvements.
3. Maintain Documentation and Reporting:
 - Keep accurate records of technical issues, solutions, and product performance.
 - Prepare reports on product testing outcomes and gather client feedback.
4. Deliver Training and Support:
 - Conduct training sessions for clients on product usage and best practices.
 - Develop user manuals and technical documentation for client reference.
5. Work in Collaboration:
 - Collaborate with engineering and sales teams to enhance product offerings.
 - Participate in team meetings to discuss ongoing projects and technical challenges.
6. Conduct Research:
 - Stay updated on industry trends and emerging technologies relevant to the company's products.
 - Research potential improvements for existing products.
7. Engage in Customer Interaction:
 - Interact with clients to understand their needs and gather feedback for future developments.
 - Handle inquiries and provide solutions efficiently and professionally.

This role allows me to leverage my technical skills while contributing to the success of ProDesigns Inc.

Kenya Red Cross
Personal assistant Psychologist
(apprenticeship)

01/2024 - 06/2024

Personal Assistant & Psychologist Apprenticeship at Red Cross Kenya:

- Provided Administrative Support:
 - Assisted psychologists and program managers with administrative tasks.
 - Managed schedules, appointments, and communications for the team.
 - Organized meetings and workshops, ensuring all materials were prepared.

- Engaged with Clients:
 - Interacted with clients seeking psychological services, offering initial support.
 - Collected necessary information and assisted clients through the intake process.
- Conducted Psychological Services:
 - Completed assessments and provided counseling to clients in need.
 - Developed and implemented individual treatment plans based on client needs.
 - Facilitated group therapy sessions or support groups as required.
- Coordinated Programs:
 - Coordinated mental health outreach programs and community services.
 - Ensured collaboration with other departments and external partners.
- Maintained Documentation:
 - Maintained confidential client records and documentation.
 - Prepared reports and updates on mental health programs and client progress.
- Focused on Cultural Sensitivity:
 - Developed culturally relevant resources and programs to support the local community.
 - Engaged with diverse populations, ensuring inclusivity in services.
- Collaborated with the Team:
 - Worked closely with health professionals, volunteers, and community leaders.
 - Participated in training sessions and workshops to enhance skills.
- Managed Crisis Situations:
 - Provided immediate psychological support during crises or emergencies.
 - Assisted in developing crisis intervention plans for community responses.

This apprenticeship allowed me to gain valuable experience in both administrative and psychological support, contributing to the well-being of individuals and the community.

Love & Hope Center Nakuru

Receptionist and Counselling Psychologist

05/2023 - 09/2023

1. Managed Front Desk Operations:

- Welcomed clients and visitors, providing a friendly and

professional first impression.

- Handled phone inquiries and scheduled appointments for counseling sessions.

2. Maintained Client Records:

- Organized and maintained confidential client records and documentation.
- Ensured accurate data entry for client information and session details.

3. Provided Initial Counseling Support:

- Engaged with clients upon arrival, offering emotional support and a listening ear.
- Conducted preliminary assessments to understand clients' needs.

4. Conducted Counseling Sessions:

- Delivered individual and group counseling services based on therapeutic techniques.
- Developed personalized treatment plans to address clients' mental health concerns.

5. Facilitated Communication:

- Acted as a liaison between clients and the counseling team, ensuring smooth communication.
- Coordinated with other staff members to provide holistic support to clients.

6. Organized Community Workshops:

- Assisted in planning and organizing workshops and support groups for the community.
- Promoted mental health awareness and resources at community events.

7. Ensured Confidentiality and Professional Ethics:

- Upheld confidentiality standards and adhered to ethical guidelines in all interactions.
- Provided a safe and supportive environment for clients to share their experiences.

8. Participated in Team Collaboration:

- Worked with a multidisciplinary team to enhance service delivery.
- Engaged in supervision and training sessions to improve counseling skills.

This combined role allowed me to gain valuable experience in both administrative and counseling functions, contributing to the overall mission of supporting the mental well-being of clients at the Love and Hope Center.

Project

Hope Co Foundation Feb-July

02/2025 - Nowadays

House Manager and Trauma
psychologist

February Projects:**1. Community Engagement Survey:**

- Assisted in developing and distributing a community survey to gather input on local needs and priorities.

2. Workshop on Mental Health Awareness:

- Helped organize and facilitate a workshop aimed at increasing mental health awareness among local youth

April Projects:**3. Fundraising Campaign Planning:**

- Collaborated with the team to plan and execute a fundraising campaign, including creating promotional materials.

4. Volunteer Orientation Program:

- Assisted in designing a volunteer orientation program to onboard new volunteers and ensure they understand their roles.

May Projects:**5. Youth Mentorship Program Launch:**

- Supported the launch of a youth mentorship program, helping to match mentors with mentees and organizing initial meetings.

6. Impact Assessment Report:

- Contributed to an impact assessment report analyzing the outcomes of recent programs and initiatives for stakeholders.

Current Project:**7. Community Health Fair Planning:**

- Currently working on organizing a community health fair, coordinating with local health providers and planning activities for attendees.

ProDesigns Inc Feb-July Projects

02/2025 - Nowadays

Junior Technical Officer part-timer

February Projects:**1. Product Launch Preparation:**

- Assisted in finalizing the technical specifications and marketing materials for the new product launch.

2. Customer Feedback Analysis:

- Compiled and analyzed feedback from clients on existing products, contributing insights for future improvements.

April Projects:

3. Software Update Implementation:

- Assisted in testing and implementing a major software update, ensuring compatibility with current systems.

4. Technical Training Workshop:

- Conducted a training workshop for clients, focusing on best practices for using new features in the company's products.

May Projects:

5. Quality Assurance Testing:

- Participated in quality assurance testing for a new product line, documenting results and providing feedback to the engineering team.

6. Market Research Report:

- Conducted research on competitor products, compiling a report that identifies market trends and potential areas for innovation.

Current Project:

7. Client Support System Enhancement:

- Currently working on improving the client support system by integrating a new ticketing system for better issue tracking and resolution.

Education

Kenya Counseling and Psychological Association (KCPA) Certification

E-learning

04/2024 - 07/2024

Social Development

Young Foundation

01/2024 - 04/2024

Kenya Red Cross Society Certification

Red Cross Kenya

10/2023 - 12/2023

Bachelor of Psychology

Egerton University

09/2018 - 10/2023

First Class Honors

Reference

Caleb Ndwiga

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Ms Mwaniki

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