

CURRICULUM VITAE

PERSONAL DETAILS

NAME: DORCAS MAHAYA

Email: dorcasmahaya@gmail.com

Phone: 0743512620 / 0741503827

PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with hands-on experience in customer service, administrative support, and graphics design. Skilled in delivering excellent service, managing customer inquiries, and ensuring smooth operational workflows. Proven ability to work efficiently in front office roles, handling administrative duties, and supporting staff. Seeking a dynamic front office position to contribute to organizational growth and improve customer experiences.

EDUCATION

Diploma in Information Communication Technology

Aldai Technical Training Institute | 2018 – 2020

Kenya Certificate of Secondary Education (KCSE)

St. Augustine Girls' High School | 2012 – 2015

Kenya Certificate of Primary Education (KCPE)

The Crane Academy | 2002 – 2010

PROFESSIONAL EXPERIENCE

Administrative Support

Huduma Center – Kitale Branch | March 2019 – Present

- Assisted with civil registration, NHIF, and KRA services, contributing to the successful processing of customer requests.
- Managed and inputted client data accurately, reducing errors.
- Organized and maintained both physical and digital records for easy retrieval and confidentiality.
- Provided excellent customer service by addressing inquiries and resolving issues promptly.

Graphics Designer

Jaystar Printers' Enterprises | June 2021 – August 2021

- Designed visually appealing print and digital media content, helping increase customer engagement.
- Provided excellent customer service, addressing inquiries and resolving issues promptly.
- Produced high-quality documents and layouts using design software, ensuring client satisfaction.

Customer Service & Graphics Designer

Mwako Cyberpro | September 2021 – December 2021

- Provided online services to clients, ensuring a high level of customer satisfaction.
- Created digital designs for clients, contributing to growth in repeat customers.

SKILLS

- **Customer Service:** Ability to address client concerns with professionalism and empathy.
- **Data Entry and Computation:** Accurate and fast data entry skills with a focus on confidentiality.
- **Administrative Support:** Skilled in office management, organizing files, and maintaining smooth administrative operations.
- **Graphics Design:** Proficient in Adobe Photoshop, Illustrator, and other design tools to create impactful designs.
- **Communication:** Strong written and verbal communication skills for interacting with clients and colleagues.
- **Problem-Solving:** Quick to identify issues and find practical solutions to resolve them.

HOBBIES AND INTERESTS

- Reading articles on technology and innovation.
- Singing and music appreciation.
- Exploring new digital tools and technologies.

REFERENCES

Mr. Abraham Yego

ICT Tutor/Dean of Students
Aldai Technical Training Institute
Tel: 0727-165-719

Mrs. Deborah Cheruiyot

Head of Department – ICT
Aldai Technical Training Institute
Tel: 0711-162-076

Mrs. Ann Bulimo

ICT Instructor
Huduma Centre – Kitale Branch
Tel: 0725-219-956