

JAMES RUGANO +254721422837 jamesrugano@gmail.com

#### CAREER SUMMARY:

Over 20 years experience as a marketer, successful Office Administrator and Supervisor(Section Head) at Standard Chartered Bank (K) Ltd, two FMCGs and lately worked as Office Assistant at a Sheikh's Palace in Doha, Qatar. Good communication and interpersonal skills, excellent leadership, teamwork and customer service (internal and external customers) forms the cornerstone of my success both locally and abroad. Always helpful, supportive, friendly, interactive, courteous, humble and very professional; good planner and well organised personality. Professionally trained on records management, leadership, supervisory and customer service skills; at Standard Chartered Bank, I worked under the oath of secrecy and confidentiality.

#### EMPLOYMENT PROFILE:

October 22, 2021 - to October 21, 2023:Office Assistant, Sheikh's Palace, Qatar.  
Main Duties:Appointment and travel arrangements bookings, claims and disbursements, salary/payroll processing, staff supervision, Visa processing, records management, mail drafting, general cleaning, stationery management, assist in budgeting, agricultural farm management, running of general errands and any other duties assigned by the General Manager.

#### ACHIEVEMENTS:

Cost cutting initiatives by negotiating for more cost effective products and services food, laundry, travel and transport services effectively cutting the Palace budget by more than 40%.

Oct 2016 - July 2020:Githunguri Dairy (FMCG)

Employed as Logistics Assistant and later promoted to Logistics Supervisor in charge of staff supervision, warehousing, stocks takes and controls, monitoring production and sales levels and stores management - arrangements and cleaning in compliance with laid down health and safety standards. Actively participated in installation of weigh bridge operations which greatly reduced company losses through loading malpractices.

2014 - July 2016:Mini Bakeries Ltd (FMCG) Position of Loading and Production supervisor tasked with staff shift management, transport and breads and cakes production in compliance with laid down baking policies and procedures among other administrative functions. As loading supervisor, I apprehended several loading fraud attempts thereby reducing company losses effectively increasing company profitability.

Jan 2010 - Dec 2013:Presiding officer (Supervisor) at National Elections Management Body in Kenya to supervise clerks in routine electoral management practices e.g. training, voter registration and verification, staff welfare and offering communication protocol within the constituency electoral establishment. The resultant effect of good electoral management was a very free and fair election free of manipulation and malpractices.

Jan 2004 - Dec 2009:

Metro Security Services Ltd as Driver/Direct Sales Representative dealing with marketing and securing of new sites assignments. Managed to increase the number of assignments from 15 to over 50 with an overall growth of more than 400 security guards from about 120 guards owing to vigorous house-house marketing campaigns.

Sept 1990 - Oct 2003: Joined Standard Chartered Bank (Kenya) Ltd as an administration clerk at Personnel (nowadays Human resources) Department. Rose through the ranks of Clerk, Check Clerk and Section Head on performance related promotions. At Human Resources Department, I was tasked with roles of staff records management, mail drafting and distribution, circulars and notices management, photocopying, scanning and printing of documents, payroll processing, claims and disbursements, appointments and interviews allocations among other duties and responsibilities as I progressed in my Banking career at the Bank. Later, I was deployed at Sales and Marketing department, Moneylink Cards production Center and also at the back office cheques auditing and clearing department as Section Head/Supervisor.

**ACHIEVEMENTS:** Actively involved in staff records computerization. Participated as a member of SCB Group Cost Cutting Initiatives Committee - My team handled transport and air travels effectively cutting the respective group budget by 30% through outsourcing of staff transport and negotiating for better accommodation and air travel packages for senior managers/Executives. At the Cheques Auditing Department, I was severally rewarded for apprehending fraud attempts through forged and irregularly drawn cheques and other financial instruments.

**STRENGTHS AND SKILLS:**

Strong negotiations skills, interpersonal and communication skills, team work and leadership skills; a good planner, very reliable, time conscious, highly organised and attentive to details.

**EXPECTATIONS:**

High degree of honesty, professionalism, integrity and confidentiality; team spirit and a conducive work environment free of discrimination and intimidation strictly governed by adherence to the laid down company policy, rules and procedures.

**OVERALL GOALS AND OBJECTIVES:**

Customer/Client/Employer satisfaction is always at the center of everything that I do. Honesty, respect, integrity, reliability, innovativeness, and doing things differently and efficiently are my core assets.

**AVAILABILITY:** Immediately upon job offer.

**EDUCATION:**

Diploma in Banking, Records management Certificate, Leadership skills course, Customer Service in-house Training, Ms Office computer packages - Word, Excel, power point.

**CONTACT DETAILS:**

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