

CURRICULUM VITAE

JACKLINE MWIHAKI NDIRANGU

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Personal Profile

A proactive, disciplined, and innovative professional with proven experience in office administration and customer support. Skilled in communication, problem-solving, and time management, with the ability to adapt quickly to dynamic environments. Seeking to contribute to organizational success while enhancing my expertise in administration and management.

Key Skills

- Strong communication and information management abilities
- Proficient in decision-making and problem-solving
- Excellent organizational and time management skills
- A collaborative team player with strong interpersonal skills
- Quick learner, adaptable to new environments and systems
- Ability to work independently under minimal supervision
- Experienced in multitasking and handling confidential information

Education

Nov – Dec 2015: Certificate in HIV Testing and Counselling – East Africa Institute of Certified Studies

Feb – May 2014: Certificate in Hospital Management Systems (DATAM-EDU)

Jan – Mar 2014: Certificate in Microsoft Office Suite – Nairobi Institute of Business Studies

2011 – Jul 2013: Diploma in Community Health and Development (Credit) – Moi University

2007 – 2010: Kenya Certificate of Secondary Education (KCSE) – Nginda Girls Secondary School (C-)

Professional Experience

Administration Assistant/ETR machine operator

Serviscope (E.A) Ltd – Feb 2016 – Present

- Welcoming customers and attending to their needs
- Handle internal and external communication (calls, emails, memos).
- Registering customer complaints and breakdowns on CRM
- Handle complaints and resolve issues to maintain positive customer relationships
- Preparing job cards for the next day service attendance before close of business
- Prepare invoices, delivery notes, and generate periodic financial reports (Sage).
- Update price list in SAGE.
- Maintain organized records and filing of customer invoices.
- Liaise with stores department to confirm product availability and condition before invoicing.
- Track payments and follow up on outstanding invoices
- Administer after-sales services, service contracts, and maintenance schedules.
- Manage petty cash, office files, and records for easy retrieval.
- Provide personal assistance to the Managing Director during PA's absence.
- Organize travel and accommodation logistics for management and staff.
- Manage office supplies, equipment, and ensure workplace organization.

Key Achievements:

- Recognized as the most proficient ETR machine operator in the company, ensuring accurate and efficient transaction processing.
- Successfully converted customers into quarterly service contracts through exceptional after-sales service, fostering long-term client relationships and recurring revenue.
- Successfully streamlined office filing systems improving retrieval efficiency.

Office Assistant

Twifix Land Surveyors & Consultants – Jun 2014 – Jan 2016

- Welcomed visitors and managed reception duties.
- Maintained petty cash and updated land records for efficient retrieval.
- Drafted land agreements, issued invoices, receipts, and title deeds.

- Coordinated meetings, travel arrangements, and handled correspondence.
- Ensured timely payment of office bills and utilities.

Key Achievements:

- Improved accuracy and turnaround time for land record updates.
- Assisted in the successful processing of multiple land title deeds.

Interests

- Hiking
- Dancing
- Networking

Referees

Shazmir Dhanje – General Manager, Serviscope (E.A) Ltd | ☎ 0733 535 774

Hellen Macharia – Office Administrator, Azali Certified Public Secretaries | ☎ 0718 859 863

Alice Mukami – HR Manager, One Way Cleaning Services | ☎ 0714 977 453