

MARY WANJIKU

Cell : +254 708848204 | Email : kareganmary@gmail.com | Location : Nairobi, Kenya

LinkedIn: <https://www.linkedin.com/in/wanjikumary08>

EXECUTIVE SUMMARY

- Results-oriented professional with a strong background in administrative support and customer service.
- Proven leader skilled in enhancing team collaboration and driving participant engagement.
- Adaptable problem-solver focused on delivering exceptional outcomes and improving client experiences.

KEY SKILLS

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|---|--|
| ✓ Administrative assistance | ✓ Project Management and task prioritization |
| ✓ Customer Service and client relations | ✓ Internet research and reporting |
| ✓ Organizational skills | ✓ Data entry and database management |
| ✓ Calendar and email management | ✓ Problem-solving |
| ✓ Team collaboration | ✓ Time management |
| ✓ Leadership and Training | ✓ Adaptability |
| ✓ Virtual Assistance | |

TECHNICAL PROFECIENCIES

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|----------------------|----------|
| • Google workspace | • Zoom |
| • Microsoft products | • Asana |
| • Canva | • Trello |
| • Slack | • Canva |
| • Calendly | |

WORK EXPERIENCE

Volunteer

08/2023 to date

The President's Award Kenya, Nairobi

- Performing administrative duties, including scheduling, managing communications, and handling documentation.
- Offering support as a co-trainer for New Award Leaders Training, Trainer of Trainers training and New volunteers training
- Key player in customer service by managing calls, addressing inquiries, resolving issues, and facilitating various client processes.
- Serving as an Award Leader for The Rift Open Award program, mentoring and supporting a group of 50 participants throughout their award journey, facilitating their progress and personal development.
- Supporting the National Award Office as an Online Record Book champion to support the management of online record book accounts for over 15,000 participants while ensuring data security during data entry, and analysis.

- Enhancing the award delivery in various activities by inducting new participants and award leaders, offering preliminary training for adventurous journeys and supporting award centres as an adventurous journey assessor.

Property Manager

07/2022 to date

HydePark Resataurant and Hostel, Gatundu -Kiambu County

- Overseeing day to day operations to ensure efficiency and high-quality service delivery.
- Collaborating with maintenance teams to address any upgrade/maintenance needs and ensuring facilities remain compliant with safety standards.
- Creating detailed budgets, tracking expenses and preparing financial reports for management review.
- Handling client relations, addressing inquiries, resolving complains and ensuring exceptional customer service experience.
- Engaging with external vendors and suppliers to negotiate favorable terms and ensure timely delivery of goods and services.

Customer Service Representative

2/2023 to 10/2023

Kakamega SME Expo Events. (remote)

- Developed outreach strategies that led to a 100% slot sell-out on the launch event and achieved a 90% booking rate for the main SME Expo.
- Managed communication platforms and responded to client inquiries, maintaining a 95% customer satisfaction rate.
- Contacted and secured sponsors, partners, exhibitors, vendors, service providers, speakers, ensuring smooth event execution and enhancing attendee experience.
- Documented and managed data for event stakeholders in the network, ensuring accurate tracking of client participation for future engagements.
- Coordinated with internal teams to ensure brand visibility by managing daily posters, social media platforms, and community group inclusion, contributing to a 60% increase in brand awareness and visibility for participating businesses.

Student Intern

11/2021 to 7/2022

National Irrigation Authority, Nairobi

- Preparing monthly monitoring and evaluation reports for ongoing projects, ensuring timely data collection and analysis.
- Contributed to the development of project logical frameworks, enhancing project planning and implementation efficiency.
- Conducted [number] baseline surveys, gathering key data that supported the evaluation of project impact and outcomes.
- Prepared detailed meeting minutes for all departmental meetings attended ensuring accurate documentation of decisions and follow-up actions.
- Facilitated the sensitization of 3000 project beneficiaries, improving awareness and engagement in ongoing initiatives by 80%.

EDUCATION

Bachelor of Arts: Economics and Sociology
Laikipia University

09/2017 to 07/2022

CERTIFICATIONS

Accenture North America Project Management job simulation on Forage

December 2024

ALX Africa Virtual Assistant Program

November 2024

REFEREES

Ms. Wangari Kaburi
The Presidents Award Kenya
Programs Manager – Rift Valley Region
kaburiwangari@gmail.com
+254 720971556

Mr. Stanely Kamande
HydePark Reastaurant and Hostel
Director
stankamande@yahoo.com
+254703557750