**SYLVIA**



**Email ID: -** Sylvia.385990@2freemail.com

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| --- | --- | --- |
| Date of Birth | : - | 08th January 1985 |
| Surname Name | : - | Mwai |
| Sex | : - | Female |
| Country of Birth | : - | Kenya |
| Languages Known | : - | English, Swahili |
| Marital Status | : - | Single |
| Hobbies | : - | Hiking, Socializing, Reading, Travelling, Camping |
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| **Carrier Objective:** |  |  |

To secure a challenging position where I can effectively contribute my skills towards the growth of an organization.



**Summary of Skills and Experience:**

* Excellent communication skills able to liaise confidently with senior management.
* Good understanding of Director level responsibilities.
* An excellent level of attention to detail.
* Able to work on your own initiative and to tight deadlines.
* Excellent word processing, shorthand and effective minute taking and IT skills.



**Educational Qualifications:**

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|  |  | **EXAM/DEGREE** |  |  | **BOARD/UNIVERSITY** |  |  | **YEAR** |  |  | **PERCENTAGE** |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  | Masters’ Degree |  |  | Catholic University of |  | 2017 |  |  | Awaiting |  |  |
|  |  | Entrepreneurship |  |  | Eastern Africa |  |  |  | Graduation |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  | Bachelor’s Degree |  |  | Catholic University of |  | 2009 |  |  | Second Class |  |  |
|  |  | Marketing |  |  | Eastern Africa |  |  |  | Upper Division |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  | O-Level |  |  | Mama Ngina Girls Secondary |  | 2004 |  |  | B- |  |  |
|  |  |  |  | School |  |  |  |  |  |
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| **Professional Experience:** |  |  |  |  |  |  |  |  |  |  |  |  |

**Emirates NBD**

Established in 2011, Tanfeeth is the Gulf Cooperation Council’s (GCC) first large-scale Business Service Partner and fully owned subsidiary of Emirates NBD. Tanfeeth is dedicated to supporting the Emirates NBD Group by delivering regional expertise, cost productivity, and excellence in customer service delivery in terms of quality, consistency and efficiency, to the Group’s growing customer base.

**From June 2018 to November 2018 – Customer Service Executive**

**Office Roles:**

* Determines requirements by working with customers.
* Answer inquiries by clarifying desired information; researching, locating, and providing information.
* Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfill requests by clarifying desired information; completing transactions; forwarding requests.
* Sell additional services by recognizing opportunities to up-sell accounts; explaining new features.
* Maintain call center database by entering information.
* Keeps equipment operational by following established procedures; reporting malfunctions.
* Update job knowledge by participating in educational opportunities.
* Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**African Cotton Industries - Nairobi**

African Cotton Industries is an FMCG company manufacturing and distributing hygiene goods across the region. Our mission ‘Provide consumer products of superior quality and value, building trusted brands that touches lives’ is not only in words but what we have been doing for over 30 years.

**From September 2014 to March 2018 – Personal Assistant to Group Marketing Director**

**Office Roles:**

* Handling of the Executive Director’s - diary and scheduling of meetings; travel logistics; and providing all secretarial responsibilities to the Executive Director.
* Handling all the travel for the Executive Director
* Handling all logistics and communication with concerns to the Board of Governance meetings.
* Handling the main office correspondence with stakeholders/donors/partners etc.
* Backstopping all administrative issues with regards to Human Resources.
* Handling documentation procedures e.g. finalizing project documents, reports, letters, memos and communication, assisting program managers to prepare training manuals & project documents and assisting in dissemination of program reports to external recipients e.g. donors
* Program support including preparing project reports, data entry, filing and record keeping
* Appropriately handling correspondence e.g. receiving and routing letters, drafting letters and emails, making and receiving calls for the departments
* Experience with use of payroll system
* Supervising of other administration/office assistant staff (Office assistants, drivers, receptionists, interns & volunteers).
* Procurement
* Financial Management
* Travel and meeting logistics

**Adlife Plaza Ltd –Nairobi**

Adlife Plaza Ltd located at the Junction of Ring Road Kilimani and Chania Avenueis an ideal investment for business owners and professionals who are conscious of the importance of location, independence and elegance. Professionals and business people now have the opportunity to run their enterprises within the environs of the city - the optimum choice for the modern professional. The Plaza offers ideal working environment to ensure seamless office operations for the occupants.

**From January 2012 to August 2014–Project & Administration Manager**

**Office Roles:**

* Setup and maintain job files in accordance with Company work instructions and applicable project instructions.
* Establishes standards, tools and procedures for use on the project, including Issue, Risk, Change and Information Management.
* Reviews project activities for compliance with procedures and standards.
* Produces consolidated reporting to the Project Board, including milestone summary, key issues, risks, benefits, summary of costs incurred.
* Prepare cost trackers to be maintained with timesheet information and invoice details to track performance for each project.
* Maintaining and integrating project plans
* Planning & scheduling resources for a group of projects.
* Typed documents, updated websites, and compiled information for meetings.
* Attended business meetings and took meeting minutes.

**Achievements**

* Demonstrated outstanding leadership and superb project management skills, consistently scoring 90% or greater on Customer Satisfaction surveys distributed to study delivery managers during project initiation, monitoring, and closeout phases.
* Pioneered innovative team building and cross-functional project management techniques to expedite workflow, simplify processes, and reduce operating costs.

**Solimpexs Africa Ltd – Nairobi**

Solimpexs Africa is a wholly Kenyan owned company that has setup a factory for the manufacture of world class solar thermal systems and prides itself in a product that has been vigorously tested and holds internationally recognized certifications in Solar Thermal Systems.

**From April 2011 to December 2011–Administration Manager**

**Office Roles:**

* Staff recruitment & developing a HR Policy.
* Implementation of procurement procedures, marketing and branding strategy.
* Co-ordinate Executive Meetings and distributing minutes to stakeholder while following up on action points that have been raised.
* Effective maintenance of all office equipment and ensuring all maintenance contracts up to date.
* Coordinating the establishment of new business including office and factory set up.
* Handle incoming and outgoing correspondence, including post, email, and faxes.
* Screen telephone calls and inquiries and directed them as appropriate.
* Coordinate overnight travel arrangements and accommodations.
* Organize personal and professional calendars and supplied reminders of upcoming meetings and events.

**Achievements**

* Developed/Participated in the development of HR Policy for the company

**East African Cables Ltd - Nairobi**

East African cable is the leading premier cable manufacturer that spreads across East and Central Africa. The company has four manufacturing facilities; two in Nairobi, Kenya, one in Dar es Salaam Tanzania and one in Eastern DRC. The company manufactures an extensive range of cables for applications in domestic and Industrial lighting, as well as transmission and distribution of electricity and also offers Data, Telecommunication and Fiber Optic solutions with requisite accessories.

**From January 2010 to December 2011–Retail Customer Service Executive Office Roles:**

* Support customers by answering product and membership service questions
* Deal with customer feedback and general inquiries
* Give customers service information including product and membership details
* Process service and return transactions at the register in alignment with company’s100% customer satisfaction guarantee
* Accept payment for goods, make change, and issue receipts
* Identify, investigate and deal with customer issues accordingly
* Perform specialized transactions like Outdoor School sign-ups, special orders, store mail-outs and special ticket sales
* Maintain customer hold area by keeping the area organized and removing items that are beyond the hold dates
* Process damaged goods in line with store policy. This may involve moving and pricing the item, or tagging
* Inform customers of repair options in case of damage to goods bought, and complete repair processing

**Achievements**

* Developed strategic and operational sales plans which resulted in 40% increase in overall sales and gross margin.
* Collaborated with internal and external stakeholders to get hold of technical and customer information – adequately competed for existing business and new customers.