**CURRICULUM VITAE**

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**Susan.358788@2freemail.com**

**PROFILE & OBJECTIVE**

Dynamic and hardworking professional, with a relentless drive to deliver results. I effectively lead and manage a team with unmatched energy to ensure team members feel cared for, valued and respected. As a true hands on leader, I am not afraid to jump in and assist wherever help is needed, and will do everything to deliver results that will contribute to the overall mission and success of a business/firm.

I possess an analytical and expedient approach to problem solving which always results in a win/win resolution for all parties. I also have the self-assurance that enables goals to be achieved, as I am constantly looking to introduce new products and services that will meet the needs of tomorrow's organizations. Recognized for sincerity and leadership qualities with strong management skills; Ability to work in a multi-cultural setting with proficiency in English and Swahili.

**PROFESSIONAL EXPERIENCE**

**Transcriber, Call center agent & Field Officer**

**Busara Center for Behavioral Economics May 2015 – February 2017**

**Duties and responsibilities**

Collection of data at assigned areas

Conducting of survey with different projects

Sensitization of specific areas for easy flow of data collection

Conduction of phone surveys at the call center

Transcription of documents from a certain language to another

**Field Officer**

Worked as a field officer under the program of the Unconditional Cash Transfers in Rarieda, Siaya County with the Busara Center for behavioral Economics in October 2016.

**Receptionist at Muscle Talk Gymnasium December 2014 – April 2015**

 **Duties and responsibilities**

**1.** Receives visitors and directs them to the correct person

**2.** Answer phone calls

* Take and deliver messages accurately and completely

**3.** Directs clients to changing rooms

* Ensuring that the clients are okay and if they need anything such as water or workout clothing

**4.** Organize meetings by:

* Organizing meeting area
* Informing participants
* Set up meeting room with necessary requirements such as stationery

**5.** Monitor and record petty cash payments for clients by:

* Balancing petty cash
* Basic cashiering duties
* Book keeping of records

**6.** Perform clerical duties such as:

* File documents accurately
* Maintenance of the gym equipments and report any damages or malfunctioning
* equipments
* Monitor and order what is needed in the gymnasium

**7.** Schedule and follow up appointments for non and personal trainings by organizing Mailings

**8.** Maintenance of the reception area by making sure that the environ is clean and that reading materials for clients are readily available

**Room Steward/Waitress**

**Entumoto Safari Camp, Maasai Mara February 2012 – April 2014**

**Duties and Responsibilities**

Attending to guests and managing their luggage

Ensuring that cleanliness is maintained in all guest rooms and the whole facility

Updating and recording all cleaned rooms

Report any necessary required items

Offering total services required by customers.

Assist customers with sitting arrangements

Present menus to the guests and answer questions about menu items, making recommendations upon requests

Take their food orders

Serve food or beverages to the guests

Prepare checks that itemize their total meal costs

Check with the customers to ensure that they are enjoying their meals

Collect Payments from the customers

Clear up the tables

Supervising activities of the dining room

**Intern**

**KEMRI, Nairobi January 2013 – March 2013**

Worked as an intern at the Kenya Medical Research Institute (KEMRI), Center for Microbiology Research (CMR) and the main duties were:

Blood Collection

Sample Analysis;

Urinalysis

Stool and Urine Microscopy

Widal Tests

Stool and Urine Culture

Certificate Writing

**Analyst**

**Kenya Bureau of Standards (KEBS), Nairobi January 2010 – March 2010**

Worked as an analyst at the Kenya Bureau of Standards specialized under the Microbiology Laboratory.

**Agent**

**Emerging Young Leaders Initiative, Nairobi March 2010**

**Duties and Responsibilities**

Research based on drug and substance abuse

Stratification of poverty stricken areas

**Personal Assistant**

**Eagles eye designer. February 2009 to July 2009**

**Duties and responsibilities**

Answering telephone calls

Organising meetings

Filling

Maintaining diaries

Typing

Taking messages and arranging of appointments

Making sure that all staff members perform their tasks well and in order

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| **Sales Marketer****PECA Company, Nairobi August 2008** Worked as a Sales Marketer for the distribution of Christian Literature Books for the PECA Company.  |
| **Sales Representative****Coca Cola, Nairobi November 2006 – May 2008** |
| Worked as a Merchandiser and a Sales Representative with the Coca Cola Company. **Receptionist As from February 2006****D’touch Salon****Duties and Responsibilities****1.** Receives visitors and directs them to the correct person while others are made to feel comfortable in the waiting area by offering fresh drinks/water and magazines**2.** Answering of calls**3.** Booking of clients**4.** Report writing**5.** Writing of Payslips **6.** Organizing meetings **7.** Act as an overseer to ensure smooth running of the business and the cleanliness of it’s environ **EXTRA CURRICULAR ACTIVITIES**Volunteer with the E.Y.L Initiative involved in training Young Leaders within the Students fraternity and Youth groups: 2007Volunteer in the Young Men Christian Association (YMCA) in 2005 & 2006 to emerging active and virtue oriented persons to bring about positive change in all sectors of life.Involved in a Christian Organization that aimed to get rich in reaching people of all religious diversity: 2004.Pioneer of the Journalism Club in High school and also an Assistant Treasurer of the Christian Union. |

**EDUCATION**

**The Kenya Polytechnic, May 2009 - November 2011**

Diploma in Applied Biology

**Huruma Girls High School: January 2001 - November 2004**

Kenya Certificate of Secondary Education

**Rabai Road Primary School: January 1993 - November 2000**

Kenya Certificate of Primary Education

**SPECIAL COURSES**

Pioneer Community & Development Center: Certificate in H.I.V Management & Counseling

Amani Counseling Center: Certificate in Psychology (Basic Training in Guiding &Counseling) pursued in May 2009.

Institute of Advanced Technology: Computer Skills: MS Access, windows. Excel, PowerPoint, Internet, Word, and Basics of I.T (Information Technology)

**Languages spoken**

English, Swahili, Dholuo

**PERSONAL INFORMATION**

Marital Status Single

Nationality Kenyan

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