



Harriet Njeri Muendo

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PROFESSIONAL SUMMARY

Organized and dedicated Administrative Assistant with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision-making skills to manage multiple, concurrent tasks. Self-motivated work ethic to perform effectively in independent or team environments.

SKILLS

- Skills and Attributes
- Skilled In all aspects related to good phone etiquette.
- Able to efficiently make outbound and inbound calls to clients.
- Excellent in English language command accompanied by well articulations in pronunciations hence an excellent communicator.
- Excellent time management and interpersonal skills.
- Office management
- Office administration
- Records management
- Social media knowledge
- School records monitoring
- Internal communications
- Recordkeeping
- Filing and data archiving

WORK HISTORY

ADMINISTRATION ASSISTANT

06/2021 to CURRENT

St. James Dam School

- Assist in preparation of the payroll and payment of monthly statutory deductions
- Drafted agendas, recorded minutes and generated documents to facilitate meetings.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.
- Assist in maintenance of staff records
- Performing clerical accounting and general office duties as needed
- Developing strong relationships with cross-functional teams and departments
- Be a liaison between the parents and the school administration and teaching staff
- Perform clerical duties for the school administration and teaching staff
- Keep proper records of school supplies and track what needs replenishing
- Maintain pupil information and database.

FRONT OFFICE ATTENDANT

04/2020 to 05/2021

Valentine Cake House

- A production house for cakes located in Nairobi
- Answer and address incoming phone calls in a timely and polite manner
- Greet visitors appropriately
- Deal with queries and provide correct information
- Take and deliver messages accurately and completely
- Keeping the reception area tidy and observing professional etiquette.

STORE CREW MEMBER

02/2017 to 11/2019

Burger King Kenya

- Under sheer logic management – A fast food franchise located in Nairobi
- Increased customer satisfaction by resolving product and service issues
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Maintained excellent attendance record, consistently arriving to work on time.
- Checked incoming orders and organized new stock.
- Remained calm and composed in tense situations involving angry or upset customers.
- Assisted customers in finding items and explained benefits and services to increase sales and satisfaction.

EDUCATION

Certificate | Social Development

2017

KISWCD, Nairobi

Diploma | Social Work

2013

Kenya Institute of Social Work, Nairobi

REFEREES

1.Mr.Felix Ndirangu

Manager, Valentine cake house

Tel; 0721 803 548

2.Mr.Kevin Ouma

Former immediate supervisor,

St. James Dam School.

Tel; 0790 233 610

3.Salome Kangethe

Finance manager, The Karen hospital

Tel; 0725 287 966

