

SALOME NJOKI KUNGU

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PROFESSIONAL SUMMARY

- Experienced self-starter with four years' experience seeking administration position in an international company that will utilize my ability to work well under pressure, advanced organizational, communication skills and exceptional ability to manage competing priorities.

SKILLS

Office Administration | Calendar Management | Travel Management | Document Management | Budgeting | Staffing | Bookkeeping | Report Production | Resource Management | Event Planning | Accounting | Digital marketing | Recruitment | Customer Service | Business Correspondence | Microsoft Office Suite | Communication skills | Accuracy | Interpersonal skills

WORK EXPERIENCE

Office Administrator

July 2021- July 2022

Ng'ombe Feeds Limited

- Receiving guests at the front desk and directing them to the appropriate meeting room.
- Receiving deliveries on behalf of the business and appropriately distributing them.
- Facilitating office events by coordinating the necessary service providers.
- Ensuring the office has all required statutory documentation and they are appropriately displayed.
- Drawing up consumables budget for approval by the Head of People Operations.
- Facilitating buying and effective storage of office consumables.
- Supervising the utilization of consumables by employees by flagging waste and pilferage.
- Conducting timely reports, reporting findings and preparing presentations as assigned.
- Ensuring existing and new employees understand the office use governance policy and appropriately escalating instances of non-compliance.
- Manage phone calls and correspondence via email.
- Supervise administrative staff and divide responsibilities to ensure performance.
- Coordinating and managing appointments, and meetings.
- Performing other relevant duties when needed.

ACHIEVEMENTS

- At Ng'ombe feeds limited I raised employee retention rates by 30% over the 1-year period by organizing and implementing staff evaluation. where by the best employees of the month would be awarded with gifts by the directors.

- Led a team of 10 leaders in different departments on various projects and we emerged the best. For example, the production department had targets for every week I would work hand in hand with the leaders to ensure the targets are met, the machines are working well and there are raw materials and the packaging bags needed for that week targets.

Administrative Intern:

April 2021- June 2021

Arrow Dental

- Greet and assist patients and handle the reception area by ensuring it is clean and tidy.
- Handled incoming and outgoing calls and routing the callers to appropriate parties.
- Providing customer care for patients on calls and on sight.
- Booking appointments and communicating with patients via phone and email.
- Billing and sending different pre-authorization to specific insurance (Jubilee, Sanlam, Saham, Kengen, Aon).

Administrative assistant | Receptionist

January 2015 - December 2016

Antwan Communication Services Limited

- Providing real-time scheduling support by booking appointments and preventing conflicts.
- Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
- Greet and assist visitors. Maintain polite and professional communication via phone, email, and mail. Screening phone calls and routing callers to the appropriate party.
- Handle sensitive information in a confidential manner
- Liaise with executive and senior administrative assistants to handle requests and queries from senior manager.
- Responded to emails in a day: solving any issues, assisting clients with any questions and offering personalized responses.
- To maintain security by following procedures; monitoring logbook; issuing visitor badges.
- Order front office supplies and keep an inventory of stock. Update calendars and schedule meetings.

ACHIEVEMENTS

- At Antwan communication services limited, I trained two interns who later became full-time employees.

Assistant Accountant Intern

February 2014 – May 2014

Vision Housing Cooperative Society

- Completed account reconciliations and analyzed critical balance sheet accounts
- Managed the petty cash book
- Performing basic office tasks, such as filing, data entry, answering phones, processing the mail, etc.
- Handling communications with clients and vendors via phone, email, and in-person.
- Processing transactions, issuing checks, and updating ledgers, budgets, etc. and managed receipts, quotations and general ledgers.
- Processed a range of documentation and entered information into data

- Preparing financial reports and performing other relevant duties when needed.

Customer care representative

January 2012 - December 2012

Rehoboth Technologies Enterprise Limited

- Handle inquiries and complaints and keep the office clean and tidy.
- Sell the products to potential customers and entry of data in a computer and collect customer feedback.
- I would handle customers and address any issues or grievances and queries they had.
- Create and present weekly reports to management.

EDUCATION

- **Degree in Business Information Technology (Second class upper division)**
Kiriri Women's University of Science and Technology| January 2017 – August 2021
- **Diploma in Banking and Finance (Credit 1)**
Mount Kenya University | January 2013- December 2014

TRAINING AND CONFERENCES

- Change Your World, Value Connect (March 2021-April 2021)
- Lead Self, Lapid leaders Africa (October 2020-February 2021)
- Bayer youth summit 2020, Bayer and Lapid leaders Africa (November 2020)
- Certificate in Digital skills, E-mobilis and Google (September 2018)

CERTIFICATIONS & COURSES

- Certificate in Fundamentals of Digital Marketing | Google Digital Garage - October 2020
- Driving License for class BCE (June 2015)
- Certificate in Accounting Packages in QuickBooks and Sage| Zetech University - June 2014

REFERENCES

1. MICHAEL GITERE
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2. REVEREND DR. VICTOR GABRIEL NGANGA
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