NAOMI WANJIKU GACHUKIA

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OBJECTIVE

Executive secretary

Executive secretary with two years’ experience supporting the executive director of a marketing agent and staff of 20 members with day-to-day responsibilities to ensure successful communication, made travel arrangements, and scheduling, meetings, and special events.

**PROFESSIONAL EXPERIENCE**

**Ultimate visibility a franchise company to Unilever Kenya**

Executive secretary 2014-2016

> Coordinated Operational Excellence Communication Team. Designed and implemented new communication

 > Solely responsible for the coordination of Board of Directors meeting, including presentations, travel facility

 > Acted as communication liaison with other companies

>Organized and maintained filing system for inter-departmental use

>Recorded the minutes of weekly board meetings and shared the minutes with members of the company

>Maintained appointment calendar.

**Latest communications (Safaricom dealer shop)**

Customer service

* Handle 90 plus calls daily with duties including signing up new customers.
* Trained new customers on how to do and run mobile transaction agencies
* Achieved a rise in productivity of 85% from a 40% flop.
* Received an 80% rating on customer satisfaction which was a 20% increase from the previous performance.

**EDUCATION**

04/2010

**Daystar University**:

Peace and conflict resolution studies Kenya Nairobi city

01/2008 – 12/2009

**A-levels: form 5&6**

**Munyonyo high school, western Uganda**

01/2004-12/2007

**O-Levels: form 1-form 4**

Gatura girl’s high school

2004-2007

**ADDITIONAL SKILLS**

Software:

Microsoft Office (Word, Excel), Adobe Photoshop; learns new software quickly

**INTERESTS**

Music, reading books and travelling.

**REFREES:**

James Njeru Gathuiya

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