

DEAR SIR/MADAM,

REF: APPLICATION FOR THE ADMINISTRATIVE ASSISTANT

Please accept my enclosed application for the position of Administrative Assistant in your organization. I am thrilled to be applying for this position as my over 7 years of experience and skills match the job I am looking for.

As a highly organized and self-motivated professional in Office Administration, HR duties with expertise in coordinating and overseeing office operations, I am prepared to significantly contribute to your company's goals and objectives.

My background includes managing administrative operations and driving office efficiency within fast-paced office environments while ensuring adherence to budgets and deadlines. From preparing business correspondence and developing custom Excel- and Word-based documents to handling bookkeeping activities and maintaining equipment and supplies, I excel at prioritizing tasks, collaborating with management, and developing effective communication and organizational procedures.

My skills in general administration and organization have been finely honed, I am confident my additional strengths will readily translate to your environment. I believe in opportunity and once given, competence and hard work is my way of utilizing the chance I would love to have the opportunity to join the company and use my skills to create an efficient and stress free environment for your executives .I believe I can and exceed the expectations you have for this role

Kind Regards
Charlotte Mumbi John
0719894071
0739496769

Page

MY CURRICULUM VITAE

Name Charlotte Mumbi John
Address P.O. Box 13308 – 00624 Nairobi
Date of Birth January 10th 1987
Email charlottesmumbi70@yahoo.com
Telephone 0710894071/0739496769

CAREER AND PERSONAL OBJECTIVE.

To constantly learn and upgrade my Human Resource and Administrative skills. I am an innovative, goal- driven, ambitious, proactive and analytical professional. Seeking to work in a busy and challenging environment under minimum supervision and grow with the company while exercising my abilities to the fullest extent as I support individuals and incorporate growth.

EDUCATION BACKGROUND

Certificate in Human Resource Management (ongoing)- College of Human Resource Management (CHRM) Nairobi.

Diploma in Community Development and Social Work-Kenya Institute of Social Work(Machakos).

Proficient in the use of MS Word Office Suite-Multiphase Computer College

Bright ways Girls High School 2006- KCSE Certificate (Machakos).

St Mary's Boys Primary school -2002- KCPE certificate (Machakos)

OTHER TRAINING

Best Management Skills
Behavior change and effective communication

WORKING EXPERIENCE

January 2016 – 2021 Immensity Holdings Ltd (Nairobi)

Position; Office

Administrator Duties

included:

- Secretarial and management office tasks
- Answering incoming calls; taking messages and re-directing calls as required
- Taking minutes
- Diary management and arranging appointments, booking meeting rooms and conference facilities
- Data entry (sales figures, property listings etc.)
- General office management such as ordering stationary
- Organizing travel and accommodation for staff and customers
- Arranging both internal and external events
- Possibly maintaining the company social media accounts
- Providing administration support to Sales Reps, Property Managers and Senior Management
- Maintaining petty cash.
- Maintaining an inventory of all office stationery and consumables
- Maintaining client's contacts database in outlook.
- Complete paperwork with respect to Real Estate transactions in a timely manner to ensure a deal is closed as quickly as possible..
- Coordinate production of all marketing materials including brochures, flyers, online marketing, social media posts, etc. to continuously build our brand.
- Compile and distribute weekly/monthly reports and communicate key results to the rest of the team to ensure company goals are being met.
- Participate in training sessions to improve skills with administrative tasks
- Track and monitor payments and obligations
- Manage and monitor lease administration from both the sides of landlord and tenant. Maintain and organize real estate documents, agreements and lease records.
- Support the organization in handling sales, leasing and rental activities.

Sep 2014 - 2015: Bando Travel & Tours (Nairobi)

Position: Office Manager

Duties included:

- Managed day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
- Conducted departmental meetings.
- Reviewed staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Improved services by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Handling customer inquiries
- Scheduling transportation services, planning routes and assigning drivers.
Monitoring driver's logbook entries and performing payroll administration.
- Liaising between managers and drivers as well as collaborating with other departments
- Availability to resolve operational issues outside of business hours
Managing budgets, as well as processing purchase orders and payments responds to client feedback or complaint.
- Supervise dispatching of goods to customers at their designated addresses.

2014 Jan to August 2014 -Machakos Boys High School:

Position- Assistant Librarian

Duties included:

- Helping with the day-to-day running of library services.
- Dealing with enquiries from pupils and staff.
- Checking materials in and out and filing or replacing returned items.
- Cataloguing new materials.
- Maintaining databases and records.
- Arranging repair of damaged materials.
- Assist library visitors in finding what they need,
- Accurately shelve books when patrons return them and help process new material.

**September 2011- November 2013-Lioness Cubs Children Home
(Mombasa)**

Position-Office Manager

Duties included;

- Assisting in preparation of the monthly budget.
- Providing administrative duties including secretarial services i.e. keeping records, updating medical files.
- Supervision and coordination of staff and children center.
- Holding meeting with the staffs regarding work conditions or the children in the home.
- In charge of conflict resolution.
- Ensuring essential documents are well presented including filling of the children files medical records, birth certificates, staff, good conducts, records and contracts.
- Attending trustee and all the Children charitable Institution meetings. Counseling of the affected children and adults in the society.
- Following up on children social enquiries.

SKILLS AND COMPETENCE.

- **Excellent Communication and interpersonal skills.**
- **Excellent Customer service skills.**
- **Proficient in Microsoft Office suite.**
- **Fluent in spoken and written English, Kiswahili.**
- **Excellent telephone etiquette.**
- **Typing speed of 25 words per minute and able to multitask.**
- **Ability to adapt in any environment and can work in shifts.**
- **Analytical and time management skills.**
- **Ability to work under minimal supervision.**
- **Excellent work ethic and can work greatly in a group and as a leader**

Hobbies and Interests

- Site seeing
- Socializing
- Photography
- Travelling
- Volunteering in community work.

Referees

Patrick Mwambire
Trustee
Lioness cubs' children's Home
Tel: +254715559331
Email: pmwambire@yahoo.com

Duncan Maina
Head of operations
Immensity Holdings Limited
Tel: +254718022821
Email: duncanmaina91@gmail.com

Emmah Nthenya
Secretary
Machakos Boys High School.
Tel: [+254719814497](tel:+254719814497)
Email: emmahnthenya@yahoo.com

