

ROSE

Kenya

Professional Statement

Dynamic and detail-oriented Telephone Operator with a strong foundation in Information Technology. Leveraging technical expertise to enhance communication systems and improve caller experiences, I excel in multitasking and problem-solving within fast-paced environments. Skilled in managing high call volumes while providing exceptional customer service, I utilize my IT qualifications to troubleshoot technical issues efficiently and ensure seamless operations. Committed to fostering positive interactions and driving organizational success through effective communication and technological proficiency.

Experience

RECEPTIONIST | SOLDIERS OF HOPE CHILDREN'S HOME | NAIROBI

DECEMBER 2024 – TILL DATE

- Pleasantly answering incoming and outgoing phone calls
- Warmly welcoming guests and directing them to the respective departments
- Manning the reception ensuring it is clean to the set standards
- Handling administrative requests from Senior Managers
- Writing and distributing emails, correspondences and forms
- Developing and maintaining filing
- Maintaining records of customer interactions
- Ensuring customers' satisfaction by providing accurate information in a timely manner
- Organizing fun activities for children after school, including sports, art, and games.
- Leading interactive sessions in music, storytelling, and creative play.
- Assisting children with their homework and learning activities.
- Helping prepare meals and ensure a safe, nurturing environment.

Education

ALX AFRICA | NAIROBI

SEPTEMBER 2024 -NOVEMBER 2024

- AI Career Essentials Certificate

RONGO UNIVERSITY | MIGORI

JANUARY 2016 – NOVEMBER 2019

- Bachelor of Science in Information Technology
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Key Skills & Abilities

- Customer Service Excellence
- Good communication skills
- Adaptable and collaborative
- Attention to details
- Problem Solving skills
- IT Proficiency

LANGUAGES SPOKEN

- English
- Kiswahili

Leadership

- Presiding Officer – Led and supervised electoral processes, ensuring transparency, efficiency, and compliance with regulations. Managed polling staff, resolved disputes, and oversaw vote tallying
- Data Clerk – Organized and managed large datasets with accuracy, ensuring data integrity and security. Provided leadership in streamlining data entry processes and training new staff on best practices.

HOBBIES/INTERESTS

- Coding and Software Development – Enjoy building applications, exploring new programming languages, and solving coding challenges.
- Cybersecurity & Data Privacy – Passionate about learning security best practices and staying updated on emerging threats.
- Networking & System Administration – Interested in configuring networks, troubleshooting IT systems, and optimizing performance.
- Technology Research & Innovation – Enthusiastic about emerging technologies such as artificial intelligence, cloud computing, and blockchain.
- Data Analysis & Visualization – Enjoy working with datasets, creating reports, and using analytics tools to gain insights.