**Selina Atieno Onani**

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**PERSONAL INFORMATION**

* Date of Birth :November 7 1970
* Nationality : Kenyan
* Marital Status :Married
* Language :English & Kiswahili

**CAREER OBJECTIVE**

I am interested in a position in Administrative Assistant and customer service I am willing to work in a competitive and challenging environment that encourages and appreciates hard work, innovative ideas, team spirit and building individual capacity with minimal supervision.

**EDUCATIONAL BACKGROUND**

September 2012 : **Kenya Institute of Management**

Diploma in Management (Public Relation Option)

March 2000 :**IAT(**Institute of Advanced Technology)

Certificate Introduction to windows

Nov2006 :The Kenya Certificate of SecondaryEducation**(K.C.S.E)**

**EMPLOYMENT HISTORY**

**Position: Customer Care Assistant**

**Company: Nairobi Water Company (NWC)**

**Date: (May 2004 -Oct 2013)**

**Position: Clerk**

**Company: Network of People Living with H.I.V and A.I.Ds Bondo (NEPHAB) Siaya County.**

**Date: November 2013 to October 2015**

**Position: Sports Tutor part time**

**Institution: Jaramogi Oginga Odinga University of Science and Technology (JOOUST)**

**Work Responsibilities**

* Arranging essential mail in priority action order for the supervisor and checking deadlines for efficient handling of customer requests
* Handled clients with delicacy listening emphatically while promoting company policy
* Maintaining calendar; ascertain which events require management’s presence and fixing commitments to maximize management's time efficiency.
* Update and chase delegated tasks to meet deadline and ensure efficiency in workflow.
* Take initiative on requests and inquiries of administrative nature
* Compose correspondences and reports for feedback by supervisor
* Managing Stores and keeping records
* Coaching and mentoring students

**Accomplishments**

* September 2015- December: Assigned responsibility as a sports Tutor at the Jaramogi Oginga Odinga University of Science and Technology (JOOUST).

**Key Competences:**

Excellent customer service negotiation and time management skills.

Ateamplayer with excellent problem analysis, use of judgment and ability in problem solving and Proficient in MS Office suite.

**Skills**

* Business: Excellent verbal, written interpersonal & communication skills.
* Software : International Computer Driving License (ICDL) – Part I

**REFEREES**

1. **Vallery Kowitti**

NEPHAB

P.O. Box 211-40601

Bondo

Cell No. : 07262441146

***2.* Linah Ooro**

Head of Human resource

Red crosses Society of Kenya

Headquarters South C

Cell No No.0722758158

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**3. Jackline Aridi**

Regional Program Coordinator

University of Notre Dame

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