**CURRICULUM VITAE**

**PERSONAL INFORMATIOIN:**

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| **NAME** | : Ida May Adhiambo |
| **DATE OF BIRTH** | :1st May 1978 |
| **GENDER** | : Female |
| **MARITAL STATUS** | : Single |
| **ID NO.** | : 20286702 |
| **CONTACT ADDRESS** | : P.O. Box 7610-00300  NAIROBI |
| **CONTACT CELL PHONE NUMBER**  **E-MAIL** | : 0710351489  : idamaybill@yahoo.com |
| **NATIONALITY** | : Kenyan |
| **RELIGION** | : Christian |
| **LANGUAGES** | : English and Kiswahili (Written and Spoken) |

***PERSONAL PROFILE:***

Dedicated to what I do at any particular time, keen to details and able to exercise patience even under pressure. Self motivated with an inborn passion to succeed, Confident and not easily cowed by failure.

I appreciate positive criticism and work towards improving my skills for better delivery. I am ready to accept any position offered to me requiring dealing with people, punctuality, self motivation and working to deadlines in an office.

***CORE COMPETENCIES:***

* **Communication:** able to write and speak in the English and Swahili language. I am fluent in the Microsoft computer packages
* **Planning and organization:** Able to work independently and as a team with high degree of responsibility and with minimal supervision. I am able to develop clear program goals that are consistent with agreed strategies and have the ability to identify priority activities and assignments and to appropriately monitor and adjust plans and actions.
* **Accountability:** able to perform duties transparently, under pressure and within deadlines.
* **Respect for diversity:** Familiar with multi-cultural working environments.
* **Creativity:** Able to improve programs and services, with interest in (and open to) new ideas and options.

**PROFESSIONAL QUALIFICATION**

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| **Mar2001 - June2002** | | **: Kenya Institute of Management (KIM)** | | | | **: Diploma in Business Management** | | |
| ***Key areas of Study***   * Practice of management * Financial and cost accounting II * Marketing management * Computer applications in management * Business research methods * Quantitative techniques | | | | * *Financial management* * *Strategic management* * *Total quality management* * *Human resource management* * *Procurement and supply chain management* * *Production and operation Management* * *Research project* | | | |
| **Apr 1997 - Nov 1999** | | **: Kenya Technical Teachers College**  **(KTTC)** | | **: Certificate in Secretarial and**  **Computer studies** | |

***Key areas of Study***

***Full Secretarial plus computer packages doing Kenya National Examination***

* Typing I, II & III (Typing III of 50 words per minute)
* Shorthand I & II
* Office Management III
* Business English I, II, III
* Commerce I & II
* Office Practice I & II

***Other additional subjects***

* Bookkeeping
* Successfully completed a course of Instruction in computer with all the Ms Office Packages.

**EDUCATIONAL QUALIFICATION:**

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| **YEAR** | **INSTITUTION** | **CERTIFICATE** |
| 1993 – 1996: | Sinaga Girls Secondary School | KCSE C (Plain) |
| 1985 – 1992: | Aluor Girls Boarding Primary School | KCPE |

**WORK EXPERIENCE:**

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| **Jun2015- to date** | **CUSTOMER SERVICE / SERVICE ADVISOR**  **JOGINDERS AUTO SERVICE LTD**   1. Welcome the clients into the service station and inquire about the troubles they are facing with their automobiles 2. Examine the vehicle and acquire important details about its performance, mileage, repair work done previously and date of purchase 3. Analyze the extent of damage the vehicle has suffered and the repairs it would require 4. Estimate the total cost of repairs and inform the clients about the same 5. Maintain a stock of the important repair tools, spare parts and equipments that are required by the service stations frequently 6. Serve as the communicator and liaison between the customer and technician; ensuring the customer’s needs are understood by the technician and the needed and recommended service/repairs are understood by the customer. 7. Verify warranty and service contract coverage by examining records and papers; explaining provisions and exclusions. 8. Develop estimates by costing materials, supplies, and labor; calculating customer's payment, including deductibles. 9. Prepare repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system. 10. Communicate additional repair and service needs to the customer based on vehicle inspection. 11. Present a friendly, professional greeting to customers and helps identify, confirm and offer resolution to customer concerns. 12. Consult with customers on applicable service specials and keeping customer informed on completion times and service expenses. |
| **Oct 2013-Apr 2015** | **ADMINISTRATOR/CUSTOMER RELATIONS OFFICER**  **Flexidoor Automatic Door Manufacturer**   1. Providing information about Flexidoor activities in general in response to telephone, fax, email, and postal enquiries and assist in the preparation and distribution of public relations materials 2. Liaising between management levels within the organization, supporting centre managers and heads of departments with information. 3. Maintaining all registrations and prepare and up-date the client list. 4. Providing administrative support for the clients like notification and follow-up for their quotations and orders. Ensure that clients obtain progress reports as need arise and that service rendered meets client needs. 5. Maintain good financial and business relationships with banking institutions and companies or organizations doing business with Flexidoor. 6. Maintaining an adequate inventory of office supplies. |
| **Oct 2008-Mar 2013** | **ADMINITRATOR**  **WEBZZ TUITION CENTRE – KILELESHWA**  **General**   1. Responsible for the day-to-day operations of the centre, and provide full support to all staff.   **Organization:**   1. Liaising between management levels within the organization, supporting centre managers and heads of departments with information. 2. Maintaining centre policy manual and a calendar diary that schedules centre activities and inform the managers early enough where schedules are likely to fall behind. 3. Maintaining up-to-date organization records. 4. Assisting with the logistics and organization of meetings. 5. Managing all correspondence directed to Webzz Tuition Centre.   **Financial:**   1. Identifying financial resources, prepare budgets for all scholarships and assist the centre manager in the preparation and maintenance of the centre's budget. 2. Handling all billing and collection of funds and ensure timely payment of centre bills. 3. Maintain good financial and business relationships with banking institutions and companies or organizations doing business with Webzz Tuition Centre. 4. Maintaining an adequate inventory of office supplies.     **Publicity and marketing**   1. Maintaining the Webzz Tuition Centre website and other advertising and marketing avenues 2. Negotiating printing of Webzz publications (receipt books, brochures, registration forms, posters and other advertising items). 3. Ensuring prompt payment of postal address annual subscription.   **Personnel**   1. Maintaining employee files containing CV and copies of certificates and testimonials. 2. Filling all records related to attendance, discipline and work performance. 3. Ensuring that new employees sign contracts and that subsequent agreements with the employee are done in writing and filed.   **Customer relations**   1. Assisting in registration of new clients by responding promptly to telephone and email enquiries. 2. Maintaining all registrations and prepare and up-date the client list. 3. Providing administrative support for the clients like notification and follow-up for examination registrations. Ensure that clients obtain progress reports as need arise and that service rendered meets client needs. 4. Following up on clients whenever they fail to keep to their programs.   **Public Relations**   1. Providing information about Webzz Tuition Centre activities in general in response to telephone, fax, email, and postal enquiries and assist in the preparation and distribution of public relations materials.   **Regulatory**   1. Filing all forms, maintain all records and submit all financial records to the auditors for tax purposes, PAYE, NSSF, NHIF and HELB. 2. Handling any administrative responsibilities in the absence of centre managers and carry out delegated responsibilities efficiently and professionally. |
| **Jun 2008-Oct 2008** | Working as a personal Secretary to Mr. Gathuru, Manager Nairobi North Kenya Power and Lighting Company. |
| **Jul 2002-May 2008** | Served as a Secretary at SIR HENRY’S COMPUTER SERVICES  ***Duties and Responsibilities***   * Routine office duties e.g typesetting and photocopying * Attending to visitors * Handling incoming and outgoing phone calls (Switchboard operation) * Take minutes in meetings * To book and maintain all MD’s appointments * In charge of all incoming and outgoing correspondence   ( Receive, Sort, Record and distribute to appropriate officials) |

**HOBBIES:**

***Traveling,***

***Swimming,***

***Reading Articles from Magazines.***

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| **REFEREES:**  **Billy Otieno**  **Manager Webzz tuition Centre**  **P.O. BOX**  **NAIROBI**  **Mobile: +254 720750081**  **E-mail:** [**billyodago@yahoo.com**](mailto:billyodago@yahoo.com) | **Isaac Ndiwa**  **Head of Psychology**  **Braeburn School**  **Gitanga Road**  [**ikendiwa@yahoo.co.uk**](mailto:ikendiwa@yahoo.co.uk)  **Mobile +254 721 382 801** | **Pamela Mutegi**  **P.O. Box**  **NAIROBI**  **Mobile: +254 726 728 852** |