

## **WAMBUI NJUGUNA**

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### **WORK EXPERIENCE**

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#### **Shine Bright Fitness Academy**

**Canada (remote)**

*Virtual Assistant*

*Aug 2023 – Oct 2023*

- Handling business communications and interactions with clients and potential clients as well as follow ups with the use of CRM tool, Asana and ClickUp.
- Scheduling and planning meetings and events and participating in video conferences.
- Social media management: helped to increase the client's (fitness coach) visibility in the social media platforms by interfacing with the audience and responding to inquiries.
- Creative work with writing and Canva design on assigned tasks.
- Conducting online research and data collection using spreadsheets.
- Calendar and schedule management: booking and confirming appointments.

#### **Wing Farm (NGO)**

**Nairobi, Kenya**

*Communications Officer – Volunteer*

*Jun 2023 – present*

- Responsible for planning, managing and executing communication strategies, research, business writing, editing and performing any administrative roles needed.
- Coordinating the weekly farm visits as well as any events that the managerial team is required to attend.
- Providing support to other departments for effective implementation of the organization's goals and smooth running of departmental operations of the Nairobi regional office.
- Assist in the preparation of donor reports & documentation, responding to any inquiries and ensuring proper filing of all organization's data as per the SOP to facilitate checks and audits.

#### **DHL Worldwide Express Dubai LLC**

**Dubai, UAE**

*Procurement Coordinator*

*Oct 2021 – Mar 2023*

- Coordinated in-country ordering of locally sourced stock items such as office equipment, uniforms, repairs and maintenance equipment through direct communication with suppliers.
- Project management from sourcing, negotiations, purchasing up to implementation with the help of Procurement Manager.
- Managed bookings from travel, to conference/meeting rooms, events and trainings for the local and regional staff on a regular basis for their monthly stakeholder meetings.
- Performed tactical purchasing processes e.g. requisition, approving & authorizing orders, analysis of competitive bids, proposals, selection of suppliers while adhering to the quality & compliance processes.
- Logging procurement & supplier documents into the procurement access database named Go Source, (a sort of ERP), for tracking, preparing and executing contractual agreements and tenders.
- Responsible for office equipment inventory and other consumables with tracking of stock levels.

#### **DHL Worldwide Express Dubai LLC**

**Dubai, UAE**

*Customer Service Representative*

*May 2020 – Oct 2021*

- Managed incoming service requests from phone calls, chat, SMS and emails with an estimate of 80+ customer interactions daily, including signing up new customers and retrieving customer data within the company target of 3 seconds and with a 95% success rate.
- Built trust and sustainable relationships with customers, by identifying and assessing their needs, resulting in a consistent customer satisfaction survey score of 95 - 100%.
- Handled customer complaints, provided appropriate solutions, alternatives and resolutions within the set KPI(s).
- Followed the proper communication procedures and guidelines while ensuring quality service as part of

customer retention.

- Maintained desirable service levels which included Doing It Right First Time, Customer Centricity, Speed and Generating Leads as per the contact center compliance.
- Recorded CRM interactions and handled escalations while following the proper matrix required.
- Conducted customer survey feedback as part of developing new service improvement initiatives.

*Received 3 letters of appreciation from customers within a span of 6 months for my outstanding customer service delivery.*

**DHL Worldwide Express Dubai LLC**

**Dubai, UAE**

*Logistics Customer Service Assistant*

*June 2018 – March 2020*

- Actively managed, inspected and monitored the timely dispatch and delivery of goods to the warehouse to ensure the desirable service levels are met while recommending new service improvement initiatives.
- Responding to emails and answering calls from client and advising on the necessary information.
- Completing the inventory cycle counts for finished goods, raw materials and other part suppliers through the warehouse management systems.
- Spearheaded the warehouse team (6 staff) on execution of customer sales orders, ensuring timely pick-up and delivery of shipments as well as arranging and maintaining inventory & stock on customer's behalf.
- Performed other duties as assigned from time to time.

*Awarded Employee of the month for the 1<sup>st</sup> quota year 2019 for being customer focused, out of 20 other representatives in the department. Results based on speed and customer satisfaction.*

**KARIMA GIRLS' HIGH SCHOOL**

**Kinangop, Kenya**

*Office Assistant / Administrator*

*Jan 2016 – Aug 2016*

- Supported the preparation & scheduling of staff meetings and recorded meeting proceedings.
- Received and attended to visitors as they awaited appointment thus ensuring top notch customer service.
- Provided clerical support including; processing documentation, maintaining an up to date students' records & files, scheduling board meetings and maintaining the minutes of the same and other tasks as requested.

## **EXTRA-CURRICULARS & VOLUNTEERING EXPERIENCE**

**Game Changer Marketing**

**Nairobi, Kenya**

*Brand Ambassador*

*Jan 2017 – Jan 2018*

**Ministry of Foreign Affairs & International Trade**

**Nairobi, Kenya**

*Intern (bilateral & multilateral relations, international trade & negotiations)*

*Nov 2014 – Feb 2015*

**Groots Kenya (NGO)**

**Molo, Kenya**

*Volunteer & Research Assistant*

*Campus Holiday Breaks (2012-2013)*

## **EDUCATION**

**Maseno University – School of Development & Strategic Studies**

**Kisumu City, Kenya**

*Bachelor of Arts, International Relations & Diplomacy with IT*

*December 2015*

- 2<sup>nd</sup> class honors - Upper division (B)

**German Training Institute**

**Nakuru, Kenya**

*Certificate in French Level 1 (Distinction)*

*November 2011*

**Social Media Management Workshop**

**Nairobi, Kenya**

*Certificate in Social Media Management*

*May 2023*

## **SKILLS & INTERESTS**

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**Computer:** Microsoft Office (Excel, Powerpoint, Word, Outlook), SAP (working knowledge), Canva.

**Skills:** Communication, Customer Service, Active Listening, Social Media Management, Problem-solving

**Languages:** English (Native), Swahili (Native), French (Intermediary), Kikuyu (Native)

**Interests:** Negotiation, Analytics, Running, Podcasts, Organizing, Reading, Afro-fusion cuisine.