



# MAUREEN WANJA KINUTHIA

## Administration | Office Support

Dedicated Administrator with 6+ years of experience supporting office operations, front-desk and phone management, calendar coordination, and confidential recordkeeping in fast-paced environments. Skilled in managing inquiries end-to-end, organizing meetings and schedules, maintaining accurate databases and documentation, and ensuring smooth day-to-day workflow through structured follow-up and clear communication. Known for being dependable, detail oriented, and service minded, with a consistent focus on timely support, process improvement, and a positive experience for internal teams and visitors.

## Contact

### Phone No:

+254 720 587 697

### Email:

maurynewanja@gmail.com

### LinkedIn:

www.linkedin.com/in/maureen-wanja-7160bb125/

## Education

- Bachelor in Purchasing & Supply Management – Zetech University (2017–2019)
- Diploma in Purchasing & Supply Management – Zetech University (2015–2016)
- Certificate Course in Management – Kenya Institute of Management (2012)
- Certificate in Hospitality Management – Mt Kenya University (2009–2011)

## Expertise

- Office administration (front desk, scheduling, visitor management)
- Document control, filing systems, reporting
- Data entry / database updates (confidential handling)
- Procurement support (RFQs/LPOs, vendor follow-up, stationery)
- Customer-facing communication & issue resolution
- MS Office (Excel, Word, Outlook)

## References

Available upon Request

## Experience

### ○ Aug 2024 - Present

Square Pharmaceuticals Kenya EPZ Ltd (Nairobi)

#### Administrator

- Call & front-desk management: Handle incoming calls and front-desk inquiries, directing them appropriately and following up as needed.
- Calendar & meetings: Coordinate schedules and meeting logistics to keep appointments organized and running smoothly.
- Data & records (confidential): Maintain accurate, confidential records and complete priority updates promptly.
- Process improvement: Improve recurring admin turnaround by ~20% through SOP-driven handoffs, consistent follow-up, and tighter workflow coordination.

### ○ Oct 2021 – Mar 2022

Kuehne + Nagel (Nairobi)

#### Customer Care Assistant

- Shipment tracking & coordination: Monitor customer shipments, provide proactive updates, and resolve issues early to reduce delays and escalations.
- Complaint handling & stakeholder follow-up: Receive complaint calls, coordinate with internal stakeholders, and follow through to resolution within agreed timelines.
- Documentation & root cause support: Document deviations, support investigations and root cause analysis in KN systems, and maintain organized client records.
- Quotations & closure: Qualify inquiries, prepare quotations within corporate guidelines, and manage follow-up through to closure, handling 20+ inquiries weekly

### ○ Jan 2019 – Jul 2021

Kenya Red Cross Society (Nairobi)

#### Procurement Assistant

- RFQs & sourcing support: Prepared RFQs, followed up with vendors, and supported quotation evaluation in line with procurement procedures.
- LPOs & correspondence: Prepared and sent LPOs, award letters, and tender-related correspondence as required.
- Tender coordination: Supported 10+ tender processes quarterly, including tender openings and vendor evaluation activities, ensuring accurate documentation.
- Supplier follow-up & invoicing: Tracked 30+ active orders weekly, escalated delays, and forwarded invoices to Finance for processing.

### ○ Jun 2017 – May 2018

Premier Credit Limited (Nairobi)

#### Customer Service Officer

- Customer support: Responded to customer inquiries via phone, electronic channels, and face-to-face engagements.
- Complaint handling: Handled and resolved customer complaints, coordinating follow-up with relevant internal teams.
- Verification & account setup: Performed customer verifications and supported new customer account setup per SOPs.
- Forms & loan requests: Processed customer forms and loan requests accurately while maintaining complete, compliant records.