



MAUREEN WANJA KINUTHIA

Executive Assistant

Professional Executive Assistant with 6+ years of experience in executive support, stakeholder communication, and office coordination within fast-paced environments. Skilled in managing inquiries end-to-end, organizing high-level meetings and executive schedules, maintaining accurate documentation and confidential records, and ensuring seamless day-to-day operations through structured follow-up and clear communication. Known for being dependable, detail-oriented, and service-minded, with a consistent focus on executive efficiency, process improvement, and delivering a smooth, professional experience for internal and external stakeholders.

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

- Executive calendar & meeting management
- Stakeholder communication and follow-up
- Document preparation, filing, and records confidentiality
- Process coordination and tracking (actions, deadlines, approvals)
- Customer and stakeholder service mindset
- MS Office (Excel, Word, Outlook)

References

Available Upon Request

Experience

○ Aug 2024 - Present

Square Pharmaceuticals Kenya EPZ Ltd (Nairobi)

Administrator

- Executive contact & stakeholder support: Screen and route calls/requests for leaders, ensuring timely follow-up and a professional stakeholder experience.
- Calendar & meetings: Manage calendars for senior leaders, schedule meetings, and coordinate logistics to keep sessions organized and running smoothly.
- Data & records (confidential): Maintain accurate, confidential records and complete urgent 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.