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## Program Assistant

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**9+ years rich experience** in managing entire administrative activities – Travel arrangements, maintenance of entire machines/electronic gadgets installed in office, correspondence, filing, issue of office orders etc. Demonstrated expertise in organizing different meeting, making agenda, prepare minutes and monitor follow up activities. Key competencies in designing and implementing systems/procedures with proven ability to achieve financial discipline and enhance the overall efficiency of the organization. Proven office support and organizational skills, proactive and ability to prioritize and deliver assignments in a timely manner. Core strengths in administrative/operational procedures and ability to independently propose interpretation and application. Relate warmly to diverse individuals at all levels by using a friendly yet confident communication style. Hands-on experience in management of Man, infrastructure, facilities, & functions to ensure bottleneck free operations. Vibrant, energetic and focused with a high degree of versatility, creativity, commitment and optimism; computer literate. Rich knowledge of English, Kiswahili, and Gikuyu language; computer literate.

### PROFESSIONAL VALUE OFFERED

Administration	Operations Management	Record Management	Teaching/Learning
Liaisoning/MIS	Inventory Management	Curriculum Development	Office Management
Mail Sorting	Customer Service	Training & Development	Facilities Management
Analytical Skills	Crisis Management	Versatile Leadership	Cross Functional Coordination

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### PERFORMANCE MILESTONES

- Honoured with “Best First Year Teacher Award” by the Royal Arch of the District of Columbia.
  - Distinction of providing superior service to hotel guests for 4 years while in the hospitality industry.
  - Proposed various suggestions to Management based on knowledge of IT industry to virtualise and work towards paper less office.
  - Actively involved in structuring business process flow charts for smoother workflow and also recommended modification in organisation chart.
  - Recognised as “Point of contact” for Principle’s office.
  - Conducted ‘SWOT’ analysis and utilized findings for designing customized strategies to enhance customer services.
  - Developed and implemented many new ideas of administrative procedure for saving time.
  - Contributed significantly in setting up Intranet for the organisation.
  - Implemented the concept of MIS reporting to update the Management on regular basis.
  - Handled management of facilities/infrastructure to ensure cost effective workability.
  - Having credential of writing action alert bulletins for the Refugee and immigration program.
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### CAREER PROGRESSION

**Special Education Teacher**, District of Columbia Public Schools, Since – 2008

**Intern**, DC Public schools, Taft Diagnostic center Washington DC spring, 2007

**Intern**, Church World Service, Washington D.C, Harrisonburg, Virginia, Mar 2003 – May 2003

**Multi-trades man**, Physical Plant Eastern Mennonite University, Harrisonburg, Virginia, 2001 – 2003

**Administrator**, Word of Truth Ministries, Nairobi Kenya, 2000 – 2001

**Services Manager**, Budget Collection Bureau, Thika, Kenya, 2000

### **Major Areas of Responsibilities**

- Accountable for teaching and delivering high quality Math lessons to students.
- Played pivotal role in developing lesson plans, and also acted as an educational aide, acted as a chaperone during games outings, and tutored students.
- Accomplished responsibility for teaching English as a second language.
- Researched current refugee issues and attended refugee advocacy meetings.
- Recognised as 'Case Manager' for twenty students every semester.
- Designed & developed high quality individualized educational programs in a timely manner.
- Performing ad-hoc duties as may be assigned, including back-up to other staff during absences or periods of heavy workload of Principle.
- Associated closely in preparation and logistical planning for various events, e.g. steering committee meetings, missions, conferences, workshops, etc.
- Drove the initiative to monitor all Business plan conferences, offsite etc. with detailed agenda across various locations.
- Instrumental in organizing various Guest lectures, seminars, techie talks & workshops that provides insight into industrial and business activities.
- Having credential of successfully setting Q. Papers and conduction exams for the students.
- Assumed responsibility of a devoted Educator covering professional development, Communications with Students, their Assessment and conducting staff meetings.
- Streamlined the filing system to ensure safety, security, and easy retrieval.
- Meticulously organise calendar, schedule meetings and monitored various administrative activities to ensure smooth functioning of Principle's office.
- Implemented initiatives to generate maximum value addition in the programs addressing the areas of improvement, development, retention, and employee welfare.
- Responsible for preparing memos / warning letters / process adherence instructions for staff.
- Drove the efforts to organise Principle's office and formulate processes to ensure proper documentation, and filing.
- Led and guided the team for up keeping of Office premises through good housekeeping Agency and carried out maintenance activities.
- Contributed significantly as a counselor to the students, advising them for their professional and personal developments along while resolving and counseling them on their grievances and issues.
- Evaluated students on the basis of interviews, counseling sessions, interest & aptitude assessment tests, and other methods to identify & rectify personal/academic problems.
- Systematically maintained personal/Leave records of all employees, Service books.

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### **EDUCATION**

- M.A Special Education, University of the District of Columbia – 2008
- M. A., Conflict Transformation and Peace Building, Eastern Mennonite University, Harrisonburg Virginia – 2004
- B.A., Political Science and Literature, University of Nairobi, Kenya – 2000
- Bible Correspondence School, Lamp and Light of Kenya, Nakuru, Kenya

### **LEADERSHIP**

- Student Representative: Faculty and staff academic committee, Eastern Mennonite University.
- General Secretary, Main Campus Christian Union, University of Nairobi.
- Board Member: Christian student Leadership Center (Ufungamano House)
- Member Africa Peace Initiative (University of Nairobi chapter), Journalism Club, Christian Union Movement.

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**References and Verifying Documentation Furnished upon Request**