

## CATHERINE MUHANDIA

*Virtual Administrative Assistant Agent for Karibu Virtual Services*

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## PROFESSIONAL SUMMARY

Results-driven professional with a strong background in business administration, client relations, and office management. Experienced in fostering productive client partnerships, optimizing administrative processes, and driving organizational efficiency. Adept at communication, coordination, and problem-solving, with a consistent record of supporting business growth and enhancing customer satisfaction.

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## CORE COMPETENCIES

- Time Management and Organization
  - Customer Relationship Management
  - Communication and Presentation Skills
  - Administrative and Office Coordination
  - IT Proficiency (MS Office, CRM Systems)
  - Strategic Planning and Execution
  - Innovation and Continuous Improvement
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## PROFESSIONAL EXPERIENCE

### COSEKE (K) LTD

*Client Relations Executive* | August 2021 – Present

- Build and maintain positive relationships with clients to support business growth.
  - Schedule meetings, discussions, and client visits to strengthen partnerships.
  - Assess client needs and customize solutions to meet business objectives.
  - Provide client support and ensure clear communication across departments.
  - Maintain existing accounts while acquiring new clients to achieve revenue targets.
  - Address client concerns promptly and professionally, ensuring high satisfaction.
  - Prepare client reports, proposals, and service-level agreements accurately.
  - Support marketing and promotional activities to enhance client engagement.
  - Coordinate customer feedback surveys and assist in developing improvement plans.
  - Collaborate with project and account managers to ensure timely service delivery.
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### AFLINK KENYA LIMITED

*Project Manager (Part-time)* | March 2019

- Defined project scope, deliverables, and resource requirements.
- Developed timelines and coordinated team activities to meet milestones.
- Ensured projects were completed on time and within budget through effective planning.
- Recruited and guided the project team to align with business objectives.

- Created detailed progress reports and maintained project documentation.
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### **COSEKE (K) LTD**

*Human Resource Representative, Office Administrator & Executive Assistant to the Group MD* | April 2013 – August 2021

#### **HR Responsibilities:**

- Maintained HR databases and employee records.
- Assisted with payroll preparation, benefits administration, and leave management.
- Supported recruitment, onboarding, and employee induction programs.
- Coordinated performance management and staff training initiatives.
- Managed employee relations and grievance handling.

#### **PA & Administrative Responsibilities:**

- Managed the MD's calendar, appointments, and travel logistics.
  - Prepared meeting agendas, minutes, and reports.
  - Coordinated communication between departments and external stakeholders.
  - Oversaw procurement processes, vendor management, and office supply tracking.
  - Handled correspondence, documentation, and filing systems.
  - Organized company meetings, travel, and events, ensuring compliance with policies.
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### **MERIDIAN MEDICAL CENTRE**

*Customer Care Representative – Coast Region* | September 2011 – March 2013

- Handled client calls, inquiries, and scheduling of appointments.
  - Monitored and managed office supplies and inventory.
  - Processed insurance claims, billing, and patient documentation.
  - Supported medical staff by maintaining accurate records and reports.
  - Provided front-office support and upheld excellent customer service standards.
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## **EDUCATION**

### **Kenyatta University**

*Bachelor of Commerce (Business Administration)* | Ongoing

### **Mombasa Polytechnic University College**

*Diploma in Human Resource Management and Industrial Relations*