

MARIAM NDARU

Virtual Administrative Assistant Agent for Karibu Virtual Services

PROFESSIONAL SUMMARY

Accomplished and self-driven project management and operations professional with over 4 years of experience in coordinating complex, multi-stakeholder projects within the public and private sectors. Proven success in project planning, budget management, and stakeholder engagement to ensure timely delivery and impact. Skilled in coordinating teams, tracking progress, managing donor relations, and streamlining operations. Recognized for strong leadership, analytical thinking, and the ability to foster partnerships that drive organizational growth and efficiency.

CORE COMPETENCIES

- Project & Operations Management
 - Stakeholder & Donor Coordination
 - Budgeting & Financial Reporting
 - Strategic Planning & Implementation
 - Process Improvement & Quality Management
 - Administration & Office Coordination
 - Risk Assessment & Mitigation
 - Leadership & Team Development
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The logo for Karibu Virtual Services features the word "KARIBU" in a large, light grey, sans-serif font. Below it, the words "VIRTUAL SERVICES" are written in a smaller, all-caps, light grey font. To the left of the text is a small graphic consisting of three overlapping squares: a grey one on the left, an orange one in the middle, and a teal one on the right.

PROFESSIONAL EXPERIENCE

Kenyatta University Teaching, Referral & Research Hospital (KUTRRH)

Senior Administrator | January 2021 – Present

- Coordinate administrative operations to ensure efficiency within the training directorate.
 - Develop and monitor work plans, budgets, and activity calendars for the directorate.
 - Oversee staff training schedules, clinical student placements, and rotation plans.
 - Manage logistics, correspondence, and reporting functions for departmental activities.
 - Support meetings, conferences, and events to promote institutional goals.
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Council of Governors (in collaboration with the Embassy of Sweden and SIDA)

Project Coordinator | February 2016 – March 2020

- Managed donor-funded projects focusing on urban development, governance, and capacity building.
- Coordinated work plans, budgets, and progress reporting for project components.
- Oversaw financial tracking, fund utilization, and reporting via QuickBooks and dashboards.

- Liaised with consultants, urban development specialists, and field teams to ensure project alignment.
- Prepared technical and progress reports for stakeholders and development partners.
- Facilitated logistics for field missions, meetings, and conferences across pilot counties.
- Monitored project timelines and document flow to ensure compliance with schedules and deliverables.

Key Achievements:

- Strengthened stakeholder networks and collaboration frameworks for sustainable project success.
 - Delivered timely and accurate project documentation and reporting.
 - Enhanced data collection, monitoring, and evaluation processes to improve accountability.
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Harley's Limited (Pharmaceutical & Surgical Distributors)

Customer Care Officer | 2013 – 2015

- Responded to client inquiries and managed the company's communication systems.
- Handled mail distribution, switchboard operations, and client correspondence.
- Maintained the client database, issued updates, and managed promotional communications.
- Conducted customer satisfaction surveys and implemented improvement measures.
- Supported the ISO team in compliance and quality assurance activities.

Key Achievements:

- Increased departmental efficiency by 50% through proactive issue resolution.
 - Enhanced customer relations and service delivery processes.
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Meridian Medical Centre

Customer Care Executive / Administrative Assistant | 2010 – 2012

- Provided administrative and front-office support, ensuring smooth client experiences.
- Managed correspondences, patient reports, and recordkeeping systems.
- Assisted with meeting coordination, minutes, and general office documentation.
- Strengthened public relations by maintaining professional client interactions.

Key Achievements:

- Improved response efficiency and customer satisfaction ratings.
 - Streamlined documentation and reporting processes.
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ECL Communications

Administrative Assistant | 2008

- Managed correspondence, filing, and petty cash operations.
- Supported report preparation and supply chain documentation.

- Coordinated schedules and inventory management to enhance team productivity.
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EDUCATION

Presbyterian University of East Africa (PUEA)

Bachelor's Degree in Business Administration (Management & Organizational Behavior) | 2012 – 2014

Kenya Institute of Management (KIM)

Diploma in Marketing Management | 2008 – 2009

Star Sheikh Academy

Kenya Certificate of Secondary Education (KCSE) | 2001

CERTIFICATIONS & PROFESSIONAL TRAINING

- Project Management Professional (PMP), Harmony Solutions (2020)
 - Certificate in Customer Care Excellence, Consultants for Effective Training (2010)
 - Advanced Certificate in Business Management, KIM (2007)
 - Certificate in Quality Management, Quality Gurus
 - Certificate in ISO Standards & Documentation, Bureau Veritas
 - Certificate in Computer Applications, Kenya College of Accountancy (2006)
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ADDITIONAL INFORMATION

- Strong background in project coordination, stakeholder relations, and performance tracking.
- Experienced in managing donor-funded initiatives and reporting.
- Proficient in QuickBooks, MS Office Suite, and project control tools.
- Collaborative team leader committed to continuous improvement and organizational excellence.