

Susan Wanjiru Wanjiku

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Professional Summary:

Detail-oriented and proactive Office Administrator with a strong track record of streamlining operations, optimizing efficiency, and enhancing workplace organization. Passionate about professional branding, with experience in managing LinkedIn content to boost company visibility and engagement. Adept at multitasking, communication, and maintaining smooth office workflows. Committed to delivering excellence in administration while contributing to a company's online presence.

Experience

SEPTEMBER 2022 – 2024

Office Administrator/ Infinity Iotech Limited - Technology Company, Nairobi

I am responsible for managing daily office operations, ensuring smooth communication, and handling administrative tasks efficiently. In addition to traditional administrative duties, this role includes a 10% focus on posting content to the company's LinkedIn page, helping to maintain an engaging online presence.

Key Responsibilities

- Manage day-to-day office operations, ensuring smooth workflow and efficiency.
- Handle correspondence, scheduling, and document organization to support business operations.
- Assist with procurement, expense tracking, and office supply management.
- Coordinate meetings, travel arrangements, and event planning.
- Support HR processes, including onboarding and maintaining employee records.
- Ensure compliance with company policies and administrative procedures.

LinkedIn Content Management:

- Create and post engaging content on the company's LinkedIn page, including industry updates, employee highlights, and company achievements.
- Monitor engagement and interactions, ensuring a professional online presence.
- Collaborate with team members to align content with company goals and branding.

Achievements

- Increased operational efficiency by implementing a streamlined scheduling and document management system, reducing administrative delays.
- Enhanced workplace organization by optimizing office supply procurement, cutting costs while maintaining quality.
- Supported HR processes, ensuring 100% compliance with onboarding procedures and employee record management.
- Boosted company visibility on LinkedIn, increasing engagement through strategic content creation and posting.
- Improved communication flow between departments, reducing response times and enhancing collaboration.
- Assisted in financial administration, accurately tracking expenses and invoices, reducing errors.

SEPTEMBER 2019 – AUGUST 2022

Dispatch Clerk/ Monwalk Investment Limited

- Organized the dispatch of goods
- Received, unloaded and shelve supplies
- Reported sells performance metrics and trends to finance and operations managers.
- Ensured adequate record keeping and managed all documentation to confirm proper stock levels and maintained inventory control

MAY 2017 – AUGUST 2019

Waitress/ Capital Club East Africa

- I managed guest queries in a friendly, timely and efficient manner
- I ensured I had knowledge of menu and of all products
- I ensured food and beverage orders were of good standards and were delivered in a timely manner

SEPTEMBER 2016 – DECEMBER 2016

Internship Tour guide/ Kenya Wildlife Service

- Went to museum to plan programs of special and permanent exhibitions.
- Learned about Wildlife that is the Flora and fauna.

Skills

Office Operations & Efficiency Improvement || Scheduling & Calendar Management || LinkedIn Content Strategy & Engagement || HR Support & Compliance || Expense Tracking & Cost Optimization || Communication & Stakeholder Coordination

Education

2014 - 2016

[Diploma in Tourism and Business Studies](#) / Nairobi Institute of Business Studies

2013

[Certificate in Information Technology \(Level One\)](#) / St. Bakhita Training College

Activities

Content Writing & Blogging • Networking & Professional Development Events • Organizing Event • Personal Finance Management

Referees

1. Mr. Witness Omoga

Head of Technology

Infinity Iotech Limited

Email: womoga@infinityiotechl.com

Tel: 0726-695-066

2. Mr. Dennis Ian Mbugua

Head of Operations

Monwalk Investment Limited

Email: dennisjian254@gmail.com

3. Mr. Samuel Njoroge

Head of Captive Wildlife Management

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Nairobi

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