

## ANN WANJIKU NGANGA

### Administrative Assistant / Office Manager

**Location:** Dubai, United Arab Emirates | **Telephone:** +971 55 3568612

**Email:** [annnganga3980@gmail.com](mailto:annnganga3980@gmail.com) | **LinkedIn:** <https://www.linkedin.com/in/anne-wanjiku-451650255/>

## PROFESSIONAL SUMMARY

Accomplished, highly organized administrative assistant with 6+ years of proven record in providing comprehensive support to executive-level staff and managing office operations. Proven expertise in utilizing MS Office Suite and communication tools to facilitate smooth operations. Managed diverse team of 15+ administrative staff across multiple locations, ensuring seamless operations. Adaptable, resourceful, and problem-solver.

## WORK EXPERIENCE

**NAZARETH HOSPITAL** (A level 5 healthcare facility in Nairobi, KE)

*Nov 2017 – Nov 2023*

### Administrative Assistant

- Directed daily administrative operations, including receptionist duties and medical transcription, enhancing patient satisfaction rates by 40% via streamlined appointment processing and preparing 50+ weekly invoices
- Improved relations with 100+ long-term clients through expert customer service and word processing skills, accelerating revenue by 35%
- Scheduled 10+ monthly executive meetings, 50+ travel arrangements, and organized over 130+ documents for signature by Hospital Manager
- Improved relations with 50+ long-term clients and daily customers through expert customer service and word processing skills, and increasing customer satisfaction and client retention ratio by 50%
- Streamlined data/task management using Microsoft Office 365, handling documentation for 10+ office staff and preparing monthly reports, increasing efficiency by 20%
- Coordinated tutoring sessions with 800+ Nazareth Hospital college students, maintaining student satisfaction rating of 85%
- Planned and provided 1:1 counseling, therapeutic, and educational services to 100+ patients using individual, group, and family therapy

**KARURI HOSPITAL** (A MOH Level 4 hospital in Karuri, KE)

*Jul 2017 – Oct 2017*

### Office Assistant Volunteer

- Revamped clerical duties, mailing, and appointment scheduling system for 3 office locations, reducing patient waiting times by 30% and improving overall patient satisfaction
- Implemented efficient data entry systems for safety of patient medical records, reducing errors in Electronic Medical Record (EMR) entries by 20%
- Supported 30+ medical teams with highly efficient administrative assistance and auditing of medical records to ensure compliance with MOH rules, leading to 25% improvement in daily workflow

## EDUCATION

**KENYATTA UNIVERSITY** | Nairobi, Kenya

*Dec 2017*

**Bachelor of Science | Population Health**

## OTHER EDUCATION

**Kenya Institute of Business and Counselling Studies (KIBco)** | Nairobi, Kenya

*Jan 2023*

Diploma in **Counselling Psychology**

**Daystar University** | Nairobi, Kenya

*Jan 2020*

Diploma in **Monitoring and Evaluation**

## SKILLS

**Software and Tools:** Microsoft 365 (Word, Excel, PowerPoint, SharePoint, Outlook), Google Sheets, Calendar, Google Workspace, Trello, Asana, Slack, Zoom, Electronic Medical Records (EMR).

**Techniques:** Administrative Support, Administration, Office Administration, Calendar Management, Customer Service, Conflict Resolution, Relationship Building, Individual Counselling, Event Planning, Client Relations, Multitasking, Travel Arrangements, Scheduling, Event Management.

**Languages:** English (Native), Swahili (Native)

## REFERENCES

References available upon request