

RUTH MWENDE MUTUKU

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Professional Summary

Proactive and service-oriented Administrative and Customer service Professional with over 5 years of experience providing exceptional customer service, managing calendars, and supporting day-to-day office operations. Skilled in scheduling appointments, handling calls with professionalism, organizing office documents, and maintaining efficient filing systems. Proficient in Microsoft Office and Google Suite applications with strong communication skills and a collaborative team approach.

Professional Experience**Sleepy Panda Enterprise – Nairobi, Kenya**

Administrative Officer/Customer Service

May 2023 – April 2025

- Greeted and welcomed guests upon arrival, ensuring a professional and positive first impression.
- Managed calendar appointments and scheduled internal and external meetings.
- Handled inbound and outbound calls, applying professional phone etiquette.
- Maintained organized filing systems, both digital and physical, for quick document retrieval.
- Provided administrative support including document preparation, data entry, and scanning.
- Assisted in maintaining a clean and efficient office workspace.
- Utilized Google Docs, Sheets, and Calendar to streamline daily operations.
- Supported other departments in administrative functions and collaborative projects.

Swan Carriers Limited – Machakos, Kenya

Administrator & Front Office

May 2017 – January 2023

- Served as first point of contact for guests, managing front desk and reception duties.
- Managed phone and email inquiries, scheduled appointments, and tracked meetings.
- Provided data entry, file organization, and document creation support across teams.
- Coordinated office supplies, maintained inventory, and supported vendor relationships.

- Addressed Client issues and offered solutions or alternatives to ensure customer satisfaction
 - Assisted with basic accounting processes and recorded staff expenditures.
 - Maintained high attention to detail when processing confidential documentation.
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Key Skills

- Guest Reception & Front Desk Support
 - Calendar Management & Appointment Scheduling
 - Phone Handling & Customer Service
 - Google Suite (Docs, Sheets, Calendar)
 - Document Preparation & Data Entry
 - Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
 - File & Records Organization
 - Office Management & Administrative Assistance
 - Problem Solving & Team Collaboration
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Education & Certifications

- Statistical Analysis with SPSS – Strathmore University, Nairobi (2018)
 - Bachelor of Science in Economics & Mathematics – Kabarak University (2016)
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