**CYPRIAN GATETE**

**Dubai, UAE | +971 506941073 |** **cyprianpgatete@gmail.com** **| linkedin.com/in/cyprian-gatete**

Experienced and highly organized Administrative Assistant with 5 years of providing exceptional administrative support to senior management. Adept at managing office operations, coordinating schedules, and improving productivity. Skilled in Microsoft Office Suite, project management tools, and CRM software. Known for strong multitasking abilities, attention to detail, and effective communication skills. Seeking a new role to leverage my expertise in a dynamic environment where I can contribute to team success and further develop my professional skills.

**AREAS OF EXPERTISE**

* Office Administration
* Scheduling and Calendar
* Document Management
* Communication Skills
* Database Management
* Travel and meeting coordination
* Customer service
* Project Coordination
* HR Support
* Financial Administration
* Diary management
* Technical Proficiency

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**KEY ACHIEVEMENTS**

* **Enhanced Office Efficiency**: Streamlined office operations by implementing a new document management system, reducing document retrieval time by 20%.
* **Cost Savings:** Negotiated new vendor contracts, resulting in 20% reduction in office supply cost
* **Project Management**: Led a team in organizing a major corporate event, attended by over 300 participants, receiving positive feedback for seamless execution.
* **Customer Service and Communication**: Improved client satisfaction scores by 15% through efficient handling of inquiries and enhanced support services. Enhanced and maintained a centralized communication platform, improving interdepartmental communication and collaboration*.*
* **Data Management and Accuracy:** Overhauled the data entry process, reducing errors by 40% and improving data accuracy. Developed a comprehensive database for client information, enhancing customer relationship management and tracking.

**PROFFESSIONAL EXPERIENCE**

**NAIROBI CITY COUNTY** *Nairobi, Kenya*

**Administration Assistant** *January 2019- June 2024*

* Managed daily operations, correspondence, and filing systems, maintaining an efficient workspace.
* Coordinated meetings, appointments, and travel for senior management.
* Served as the primary contact for stakeholders, addressing inquiries and deal client satisfaction.
* Assisted in planning and executing municipal projects, ensuring deadlines were met.
* Accurately entered and maintained data in databases and spreadsheets.
* Processed invoices and expense reports, assisted in budget preparation.
* Supported recruitment, onboarding, and training processes of new staff.
* Handled incoming calls, emails, mails and inquiries.
* Developed and maintained databases.

**EDUCATION**

**KCA UNIVERSITY**

**Nairobi, Kenya**

**Diploma Business Management - CREDIT**

**ADDITIONAL SKILLS**

**Kirinyaga Institute of Professional Studies**

**Kirinyaga, Kenya**

**Certificate QuickBooks - CREDIT**