

# Ruth Muthoni Muchiri

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## Career Profile

- Administrator, Customer care and Fleet Manager with experience in the transport, retail and business administration industry.
- Expertise in team management, fleet management, load planning, cash handling and marketing strategies.
- Ability to oversee operation, recruit and manage teams to minimize downtime and increase profitability for any organization.

## Key Skills

Supplier Management | Inventory Control | Driver Payroll | Customer Service Performance Management | Pre and Post-Test Counselling Safety Standards | On- Time Services | Client Relationships | Community Outreach | Account Management | Administration | Records Management

## Technical Skills

Microsoft Office Suite | QuickBooks | Microsoft Dynamics

## Experience

### **RECEPTIONIST/CUSTOMER CARE - Jan.2022 - Sep 2024**

**Africa Global Logistics (Former Bollore Africa Logistics)**

***Reporting to Head of Logistics Department; My duties included.***

- Managing the front desk and ensuring a welcoming Environment
- Managing incoming calls, emails, and inquiries, directing them to the appropriate department.
- Scheduling and coordinating appointments or meetings.
- Responding to customer inquiries regarding shipment and delivery updates.
- Providing accurate information about the company's Logistics services.
- Organizing and maintaining records related to shipment, deliveries, and customer interaction.
- Managing filing systems both physical and Digital.
- Assisting in preparing reports, invoices, and shipping Documents
- Handling of IT duties where needed.

### **Teaching Assistant - Jan.2019 – Dec 2021**

**Olerai Schools**

***Report to the Director; My duties included:***

- Assisting the teachers in preparing lesson materials and resources.
- Setting up and organizing the classroom environment activities.
- Supervising students ensure they remain engaged.
- Helping students understand lessons assignments and instructions.
- Leading small group activities under the teacher's guidance.
- Marking assignments a instructed by the teacher.
- Maintaining records of students' progress and behavior in school database.
- Managing student attendance records and late arrivals, notifying teachers or administrators as necessary.
- During covid times I did home schooling.

## **FLEET/OPERATIONS MANAGER | Jan 2011– Nov.2018**

### **Palmoil Transporters Ltd, Nairobi.**

#### **Reporting to the Director,**

- I ensured that vehicles and drivers were being utilized to their fullest potential in a safe and cost-effective manner.
- Ensured fleet compliance with stipulated rules and regulations by the government.
- I issued drivers transport allowance and paid salaries for casual workers in the absence of the manager.
- Checked on port passes and transit licenses before trucks started loading operations.
- Ensured timely dispatching, routing, loading and offloading of trucks.
- Served as a contact person for drivers and mechanic's concerns or grievances and forwarded the same to the director for action.
- Managed incoming and outgoing correspondence and ensured that the information was passed to the relevant recipients.
- Reported to the director fleet performance and expenses incurred.
- Participated in undertaking psychometric testing for the drivers.
- Addressed customer's requirements and complaints and assisted where possible.
- I issued drivers transport allowance and paid salaries for casual workers in the absence of the manager.
- Assisted in the preparation of timely, quality, and comprehensive reports for official work done.
- Partnered with reputable repair and maintenance shops in favorable locations within the routes.
- Ensured that drivers follow their designated working hours.
- Developed efficient driver schedules to maximize profits.
- Monitored driver behavior and ensured an elevated level of customer service in the operations.
- Utilized GPS systems to monitor drivers and track vehicles in case of theft.
- Performed other related duties as assigned.

## **ADMINISTRATOR I Jan 2008 - Dec 2010**

### **SANARISE SOLUTIONS AND PSYCHOTHERAPY CENTRE**

#### ***Reporting to the Director/Lecturer Daystar University and Technical University of Kenya (TUK)***

- Managing the Director's schedule, including scheduling and coordinating meetings, appointments, and travel arrangements.
- Scheduling clients for Therapy sessions.
- Screening and prioritizing emails, phone calls, and other forms of communication.
- Maintain and update company databases, ensuring the accuracy of all data.
- Communicate effectively with internal and external stakeholders.
- Assist in preparing and organizing documents, reports, and presentations.

## **Other Relevant Experience**

VCT COUNSELOR | July 2005 – December 2007 | WEM Integrated Health Services, Thika. DATA

ENTRY CLERK | March 2005 – June 2005 | NGOs Coordination Board, Nairobi.

COMPUTER LAB ASSISTANT | September 2004 – December 2004 | United States International University, Nairobi.

## **Education and Training**

Foundation Diploma and Diploma in Information Systems | Multimedia University | January 2001 – February 2002

Certificate in Counselling & Voluntary Counselling and Testing | Kenya Association of Professional Counselors | January 2005 – July 2005

A+ Certificate in PC Hardware Maintenance and Software and MS-DOS Certificate | InfoTech Training Centre | January 2003 – February 2003

## **Other Relevant Training**

Frankly Speaking | Speak to Lead | September 2013 | Pride Inn Hotel and Conferencing Centre, Westlands