**TINAH NGINA**

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**CAREER PROFILE SUMMARY**

I am an administration professional, excelling in coordinating administrative functions and running end-to-end executive support in office setups. I am capable of blending into any environment and can ensure the smooth running of office operations. My experience has leveraged my expertise in executive support, office management, front office management, customer service and phone etiquette. Additionally, I demonstrate excellent communication, planning, prioritizing, organizational and time management skills. I am now seeking a secretarial position where I will utilize my expertise to ensure the smooth running of office operations.

**EDUCATION BACKGROUND**

* **Diploma in Human Resource Management:** Kenya Institute of Management; 2022
* **Certificate in Computer Packages**
* **Kenya Certificate of Secondary Education:** AIC Sombe Girls Secondary School
* **Artificial Intelligence**

**KEY SKILLS AND COMPETENCIES ACQUIRED**

* **Administrative Support:** Experienced in providing administrative assistance, managing schedules, arranging meetings, and drafting correspondence.
* **Executive Support and Planning:** I excel in assisting senior management in scheduling meetings, calendar and meeting management for the top management team, planning and coordinating travels for the senior leadership teams
* **Office Management:** Efficient in helping with the smooth running of the office by managing office supplies, coordinating maintenance and repairs, and ensuring that the office environment is organized and efficient.
* **Meeting Support:** Excellent in managing agenda, taking minutes at meetings and ensuring implementation of agreed action points.
* **File Maintenance:** Proficient in undertaking all file management and housekeeping procedures to ensure filing is constantly up to date.
* **Relationship Management:** Excelling in building and maintaining relationships with both staff and external resources.
* **Customer Service:** Proficient in serving as the first point of contact for clients and visitors and providing excellent customer service and a positive first impression is crucial.
* **Organizational Skills:** Excellent organizational skills in keeping track of various tasks, appointments, and documents.
* **Communication Skills:** Effective written and verbal communication skills in interacting with colleagues, clients, and visitors.
* **Machine learning**
* **Natural language processing**
* **Deep learning**
* **Neural network**
* **AI tools and platform**

**WORK HISTORY**

**Secretary**

**Nyali Dental; February 2019 – To Date**

**Duties and Responsibilities**

* Managing calendars, scheduling appointments, and making travel arrangements.
* Answering phone calls, taking messages, responding to emails, drafting and sending out official correspondence on behalf of their supervisors.
* Maintaining and organizing documents, records, and files.
* Coordinate meetings, including booking conference rooms, sending out invitations, and preparing materials or agendas.
* Inputting information into databases, spreadsheets, or other software applications.
* Ordering and managing office supplies, ensuring office equipment is functioning properly, and maintaining a clean and organized workspace.
* Maintaining an organized filing system, ensuring that important documents are easily accessible when needed.

**Dental Assistant and Secretary**

**Empire Dental Clinic; February 2017 to December 2018**

**Duties and Responsibilities**

* Prepared treatment rooms for patient procedures.
* Greeted and escorted patients to the treatment area.
* Assisted patients in getting comfortable in the dental chair.
* Prepared and maintained dental trays with the necessary instruments and materials for various procedures.
* Provided post-operative care instructions to patients.
* Explained oral hygiene and dental care instructions.
* Answered patient questions about dental procedures.
* Maintained infection control protocols, including cleaning and disinfecting surfaces.
* Scheduled patient appointments, and maintained patient records and treatment notes.
* Assisted with billing and insurance processing.
* Ordered and managed dental supplies and equipment inventory.

**REFEREES**

**Dr. Rashida Ebrahimji**

Dentist

Empire Dental Clinic

Tel: +254 722708296

**Dr. Satish Vaghela**

Dentist

Tel: +254 722411420