

RUTH WANIRU NDARWA,  
ICT CENTRE,  
UNIVERSITY OF NAIROBI,  
P.O Box 30197.  
**NAIROBI.**

11<sup>TH</sup> October, 2023

DIRECTOR, HUMAN RESOURCE  
UNIVERSITY OF NAIROBI,  
P.O Box 30197.  
**NAIROBI.**

Dear Sir/Madam

**RE SENIOR ICT OFFICER (TELEPHONE OPERATIONS) GRADE DEF  
ICTC CENTRE - AD/9/203/23**

This is in reference to the above post which was advertised internally on 29<sup>th</sup> September 2023 on the University of Nairobi website. I am a highly experienced in Telecommunication sector particularly in telephone operations operation.

Upon joining the University, I served as a Clerk Grade II in the University Student Accommodation Board from 1989-1992 I was quickly able to learn the various telephone equipment. In 2003 I was promoted to Telephone Operator Grade III. Because of my diligent work, I was promoted to Grade A in 2009. I was covering duties of a Senior ICT Officer in-charge in the absence of the Supervisor. I am result oriented and ready to learn.

I have worked for 31 years as a telephone operator and given the chance to serve as a Senior ICT officer grade DEF, I will ensure to do my best to give quality services to internal and external customers.

My current salary is as follows;

Basic Salary: Ksh. 54,423.00

House Allowance: Ksh. 24,768.00

Transport Allowance: Ksh. 13,333.00

Attached here, please find my CV and other testimonials to support my application.

Thanking you in advance.



RUTH W. NDARWA

# **CURRICULUM VITAE**

## **PERSONAL INFORMATION**

Name	:	Ruth Wanjiru Ndarwa
Marital Status	:	Single
Address	:	P.O. Box 30197-00100 Nairobi
Date of Birth	:	1968
Cell Phone No	:	0724909870
E-mail	:	ruth.ndarwa@uonbi.ac.ke
Nationality	:	Kenyan
Languages spoken	:	English & Kiswahili

## **PROFILE:**

I am self-motivated, flexible, hardworking, team player with excellent interpersonal, analytical and communication skills that equips me with enough courage to work with people of diverse backgrounds and make the best of opportunities to achieve the desired goals.

## **WORK EXPERIENCE**

**1992 to date:** University of Nairobi.  
Telephone Operator/Call Center Agent

## **KEY DUTIES**

- Ensuring all customer questions and complaints are resolved in a timely manner.
- Resolving customer problems and escalating issues when necessary.
- Promoting and enhancing University reputation by providing professional and effective assistance.
- Ensuring accurate recording and reporting of the Call Centre activities to the supervisor.
- To monitor and report malfunctioning of services
- Manage and resolve customer complaints
- Identifying and escalating priority issues and reporting to the Section Head
- Completing call notes and call reports as necessary and updating them in the CRM

**1989-1992** University Student Accommodation Board (USAB)

### **Filing Clerk**

- **Organizes** and Archives records and documents
- Arranging files alphabetically

## EDUCATION BACKGROUND

- 2007 : Microsoft Office User Specialist(MOUS)  
**ZETECH COLLEGE**
- 2005 : Diploma in Telephone & Reception Skills  
**GRAFFINS COLLEGE**
- 1993 : Proficiency Course On OMNI 200 Digital PABX's  
**ATEA and Eastern Telecommunications Limited**
- 1991 : Certificate in Telephone /Receptionist  
**PREMIER COLLEGE**
- 1987 : Kenya Certificate of Education(KCE)  
**KAGWE GIRLS SECONDARY SCHOOL**

## REFEREES

Jared N. Onyari,  
Ag. Deputy Director-Communication Service,  
ICT Centre,  
University of Nairobi,  
P.O. Box 30197,  
NAIROBI.  
Mobile 0722310314  
Email [jnonyari@uonbi.ac.ke](mailto:jnonyari@uonbi.ac.ke)

Isaack A. Hassan,  
Chief ICT Officer (Communication)  
University of Nairobi  
P.O Box 30197  
NAIROBI  
Mobile 0722217753  
Email [hassan@uonbi.ac.ke](mailto:hassan@uonbi.ac.ke)

Bernard Njuguna  
Ag. Registrar Administration,  
University of Nairobi,  
P.O. Box 30197  
NAIROBI,  
Mobile 0722808381  
Email [bdnjuguna@uonbi.ac.ke](mailto:bdnjuguna@uonbi.ac.ke)



**ZETECH COLLEGE**

**CERTIFICATE**

This is to Certify that

***RUTH WANJIRU NDARWA***

has satisfied the requirements of the institutes' examiners by having successfully completed an examination in

***MICROSOFT OFFICE USER SPECIALIST (MOUS)***

***DISTINCTION***

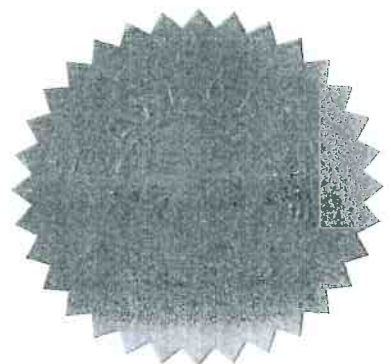
**SIGN**

**COURSE DIRECTOR**

**REFERENCE NUMBER** 2030

**DATE OF ISSUE**

30<sup>TH</sup> APRIL 2007





No. 5152

**GRAFFINS COLLEGE***Centre of Academic Excellence***TRANSCRIPT****DIPLOMA**

IN

**TELEPHONE & RECEPTION SKILLS (TR)**Student Name: RUTH WANJIRU NDARWAAttempt: FIRST ATTEMPTExamination Date: DECEMBER 2005 Index Number: 84227020518

SUBJECTS	% MARKS	GRADE
Telephone Operation	90%	A
Reception Procedures	96%	A
Switchboard Practicals	98%	A

*TR Course Comprises of Diploma & Advanced Diploma Levels*

## GRADING SYSTEM

85 - 100% ..... A ) DISTINCTION  
81 - 84% ..... A- )  
76 - 80% ..... B+ ) MERIT  
71 - 75% ..... B )

66 - 70% ..... B- ) MERIT  
60 - 65% ..... C+ )  
50 - 59% ..... C ) PASS  
49 - 0% ..... D ) FAIL

22 December 2005

Date



Administrator



# Certificate

The Director of Customer Services and Installation, the Manager Technical Training Center and the instructors in charge of the ATEA Technical Training Center confirm that the named

**Ruth W. Ndarwa**

has followed the course

**Attendant Proficiency Course  
On OMNI 200 Digital PABXs**

This technical course has been organized as part of the ATEA technical training program and has been held in

**Nairobi - Uumishi Co-operative House - Mamlaka Road**

from **August, 10th 1993** till **August, 12th 1993**

The total course comprised **three** course days.

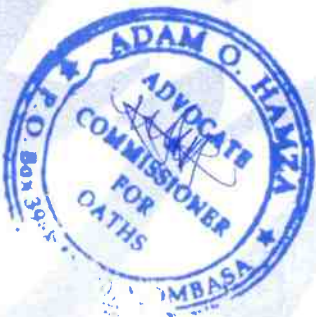
The instructor(s)

**BLASIO ONDIEK**

**Manager Technical Training Center**

**J. LEEN ROSSEELS**

**ATEA and Eastern Telecommunications Limited**



# THE KENYA NATIONAL EXAMINATIONS COUNCIL



This is to certify that the candidate named below sat for the Examination for the Kenya Certificate of Education and qualified for the award of a

## KENYA CERTIFICATE OF EDUCATION

### DIVISION IV

THE CANDIDATE REACHED THE GRADE SHOWN IN THE SUBJECTS NAMED

RUTH WANJIRU NDARUA

25031/084

KAGWE GIRLS' SECONDARY SCHOOL

	Grade
ENGLISH LANGUAGE	9
LITERATURE IN ENGLISH	7
CHRISTIAN REL. EDUCATION	9
HISTORY	7
GEOGRAPHY	6
MATHEMATICS	8
BIOLOGY	9

SUBJECTS NAMED SEVEN

SUBJECTS PASSED FOUR

EXAMINATION OF NOVEMBER/DECEMBER 1987

SHABANA OSMI  
ADVOCATE  
P.O. Box 31014 - 00600,  
NAIROBI

Secretary

Kenya National Examinations Council

Chairman

Kenya National Examinations Council

0602116

(See overleaf)

# Premier College

P.O. Box 11932



## This is to Certify that

RETH WANGIRU NDARWA




has successfully completed a Course of  
Training Prescribed by the College in

TELEPHONE/RECEPTIONIST

GRADE: FIRST CLASS

Given this 16TH Day of DECEMBER 19 91

  
(Principal)

ID NO. 0183526/73

INDEX NO. 10477/6

  
(Chief Instructor)

# DIPLOMA

IN

## TELEPHONE & RECEPTION SKILLS

TR

This is to certify that

*Ruth Marciana Ndumu*

has satisfied the requirement of the examiner in the following subjects:-

- Telephone Operations      ● Switchboard Procedures      ● Reception Procedures

- \* Telephone Skills
- \* Operation on PABX, PMBX & PBX
- \* Switchboard & Telefax Exchange Operations
- \* Effective Communication Skills
- \* Telephone Charges Economics
- \* Calculation of Telephone Charges & Utilisation

TR Comprises of Diploma & Advanced Diploma Levels



22<sup>nd</sup> December 2005

Date

*Ngũgũ*

*P. S. Ndumu*

*[Signature]*

Administrator





# ZETECH COLLEGE

Church House Campus | Moi Avenue/Haile Selassie Avenue | Tel: 020-342049/0722-497099 |  
Summit House Campus | Moi Avenue/University Way | Tel: 020-312427/0722-96183 |  
Westlands Campus | Reliance Centre | Woodvale Grove | Tel: 020-4452761/0720-000320 |  
P.O. BOX 2768-00200, Nairobi | E-mail: [info@zitechcollege.com](mailto:info@zitechcollege.com) | [www.zitechcollege.com](http://www.zitechcollege.com)

## END OF COURSE TRANSCRIPT

DEPARTMENT: COMPUTER LAB

FULL NAMES: RUTH WANJIRU NDARWA

COURSE: MICROSOFT OFFICE USER SPECIALIST (MOUS)

DATE OF ISSUE: 30<sup>TH</sup> APRIL 2007

SUBJECT	MARKS	GRADE
WINDOWS	85%	DISTINCTION
MICROSOFT WORD	80%	DISTINCTION
MICROSOFT EXCEL	78%	CREDIT
MICROSOFT ACCESS	75%	DISTINCTION
MICROSOFT POWERPOINT	90%	DISTINCTION

Grading System	80 and Above	Distinction
	71 -79	Credit 1
	60 -70	Credit 2
	40 -59	Pass
	39 and Below	Fail

Remarks: *Exemplary Performance*

**NOTE:** This transcript was issued for the course without any cancellation or erasure.  
This is not a certificate.

Issued by,

For the Campus Manager

**ZETECH COLLEGE**  
SUMMIT HOUSE CAMPUS  
P. O. Box 2768 - 00200,  
NAIROBI.

