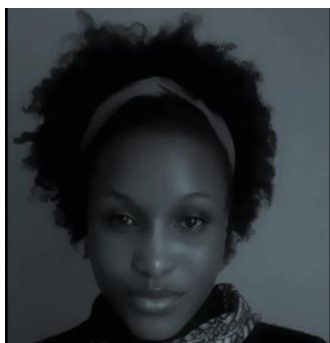


ELIZABETH NGOIRI- CURRICULUM VITAE



Family name: ONCHWARI

First names: Elizabeth Ngoiri

Date of birth: 29/09/1994

Nationality: Kenyan

Civil status: Unmarried

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Mobile No: +254 712 346 232 | +254 113840146

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Education

Jomo Kenyatta university Sep 2013 to Nov 2016	Bachelor of Development Studies [2 nd class honours, upper division]
St Clare's of Assisi girls' secondary school- Naivasha	Kenya certificate of Secondary Education Mean Grade C+

Other Certifications:

- Diploma Mental Health, Alison e-course -2022
- Communicating with Emotional intelligence LinkedIn – 2021
- Critical thinking and problem-solving, LinkedIn –2021
- Certificate in Health and Safety for social and Health workers, Alison e-course –2021
- Trainer of Trainers workshop on best practices for reintegration of street connected children and Child Self-protection from sexual abuse organized by Rescue Dada Centre Advocacy unit, held on 11th to 13th November 2020 at Southern Blue Hotel, Ngara, Nairobi Kenya – 2020
- Certificate in Computer packages, St. Peters Computer College- 2014
- Emergency First Aid Course St. John Ambulance, Kenya] — 2018

Language skills: on a scale of 1 to 5 (1 - excellent; 5 - basic)

Language	Reading	Speaking	Writing
English	1	1	1

Other skills:

Key Skills

- **Team Leadership:** Strong ability to lead and motivate diverse teams while enhancing their professional development.
- **Stakeholder Engagement:** Proficient in building relationships with relevant authorities, partners, and clients to foster collaboration.
- **Reporting & Documentation:** Skilled in producing comprehensive narrative and financial reports in compliance with clients and stakeholders' requirements.
- **Technical Proficiency:** Proficient in standard IT software, including word processing, spreadsheets, and presentation tools.

Technical skills

Office Software Proficiency

- **Microsoft Office Suite:** Expertise in Word, Excel, PowerPoint, and Outlook for document creation, data management, presentations, and email communication.
- **Google Workspace:** Familiarity with Google Docs, Sheets, Slides, and Drive for collaborative work.

Communication Tools

- **Email Management:** Proficiency in managing emails, scheduling, and using tools like Microsoft Outlook or Gmail.
- **Collaboration Tools:** Experience with platforms like Slack, Microsoft Teams, or Zoom for communication and meetings.

Data Entry and Management

- **Database Management:** Skills in managing data using software like Access, Salesforce, or custom databases.
- **CRM Software:** Understanding customer relationship management systems to track interactions and manage client information.

Scheduling and Calendar Management

- **Calendar Tools:** Proficiency in using calendar applications to schedule appointments and manage calendars efficiently.

File Management

- **Document Management Systems:** Familiarity with tools for organizing, storing, and retrieving documents, both digitally and physically.
- **Cloud Storage:** Understanding how to use services like Dropbox, OneDrive, or Google Drive for file storage and sharing.

Basic Accounting and Finance Skills

- **Expense Tracking:** Ability to use tools for budgeting and tracking expenses.
- **Invoicing Software:** Familiarity with platforms like QuickBooks and FreshBooks for financial tasks.

Project Management Software

- **Task Management Tools:** Knowledge of software like Trello, Asana, or Monday.com for organizing and tracking projects.

Tech Savviness

- **Troubleshooting Skills:** Ability to resolve basic technical issues with office equipment and software.
- **Adaptability to New Tools:** Willingness to learn new technologies as they emerge.

Professional Experience

Date from - Date to	Location	Company	Position	Description
May 2021 to present	Nairobi, Kenya	Richan Eco Consult company limited	Administrative Assistant	<p>Handling general office operations and administrative duties such as directing communication between colleagues and clients, assists on team projects such as database management, Microsoft power point presentation, gift card fulfillment, schedules and events. I have developed a strong background in data entry and customer service and have successfully completed a wide range of administrative tasks for various clients.</p> <p><u><i>Selected achievements:</i></u></p> <ul style="list-style-type: none">• Resolved scheduling conflicts and optimized meeting arrangements, resulting in a 50% reduction in meeting rescheduling incidents• Collaborated with cross-functional teams to create and maintain comprehensive project plans, ensuring timely completion of deliverables.

<p>Aug 2018 to Apr 2021</p>	<p>Nairobi, Kenya</p>	<p>Rescue Dada Rehabilitation Centre</p>	<p>Lead Social Worker and Multidisciplinary team manager</p>	<p>Safeguarded and supported caseload of 70 at -risk children as part of child protection program team, Rescue Dada Rehabilitation center, Nairobi County, aiding through intervention plans, counseling, and systematic approaches [rescue, rehabilitation, re-socialization and follow-up]</p> <p><u>Selected achievements:</u></p> <ul style="list-style-type: none"> • Successfully facilitated family reunification in a complex case in 2019, leading to closure of the child protection plan within six months and no repeat intervention. • Introduced a monthly, peer-support session for the team to discuss any challenging cases which received positive feedback from everyone.
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Feb 2020 to July 2020	Nairobi, Kenya	Rescue Dada Rehabilitation Centre	Interim Department Head- Social services department	<p>Spearheaded the implementation of a comprehensive child protection program, ensuring compliance with legal regulations and organizational policies resulting in decline of rampant child abuse cases in our mapped-out areas of operation and streamlined departmental operations by developing and implementing standardized protocols and procedures, resulting in improved efficiency and timely delivery of services to vulnerable children and families.</p> <p>Led a multidisciplinary team of professionals providing guidance, training and mentorship to enhance their knowledge and skills in child protection practices, resulting in increased staff satisfaction and performance. Equally evaluated performance continuously to identify areas in need of improvement and implement strategies to keep team on-track.</p> <p>Led regular meetings with team leaders and front-line staff to convey important operational information and new targets and similarly managed efficient workflows by creating effective schedules and delegating work based on personnel strengths and knowledge.</p>
Sept 2016 to Dec 2016	Nakuru, Kenya	Catholic Diocese of Nakuru	Social Development Intern	<p>I completed my tenure as a qualified social development intern working within the social welfare program team, applying my academic training in real-life cases.</p> <p><u>Selected achievements</u></p> <p>Facilitated remedial teaching for 40 high risk adolescents (street connected children) in 2016, resulting in 20% reduction in truancy behavior incidents and an 80% increase in school attendance over three- month period</p>

Other relevant information

Literature written

1. 2016 Role of savings and credit cooperatives in economic empowerment of women in Bahati constituency, Nakuru, Kenya

Award

A project report on partial fulfilment for the award of Bachelor of Development Studies. Jomo Kenyatta university, 2016.

2. 2016 Relationship between urban poverty and Environmental degradation: A case study of Pondamali and Bondeni suburbs in the outskirts of Nakuru Town, Kenya.

Award

A seminar paper on Development Studies. Jomo Kenyatta University, 2016

Employers References

Available upon request