

## FANICE ASEYO

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*“Streamlining operations, optimizing workflows, and delivering efficient administrative support to enhance organizational productivity and professional excellence.”*

### PROFESSIONAL SUMMARY

Dedicated and highly organized Administrative and Secretarial Professional with over [25] years of experience providing comprehensive office support in fast-paced environments. Adept at managing office operations, coordinating meetings, handling confidential documentation, and supporting senior leadership with efficiency and professionalism. Proven expertise in correspondence management, filing systems, staff coordination, and customer service, with a strong track record of streamlining administrative processes to enhance productivity. Recognized for excellent communication, discretion, and a proactive approach to problem-solving. Committed to maintaining high standards of organization and integrity in every task undertaken.

### PROFESSIONAL STRENGTHS

**Efficient Office Administration:** I possess a strong ability to streamline office operations through effective organization, time management, and coordination, ensuring smooth daily workflows and optimal productivity.

**Document Management & Filing:** I am skilled in maintaining accurate, confidential, and easily retrievable records and documents through structured filing systems and data handling best practices.

**Professional Communication:** I have demonstrated expertise in drafting and managing professional correspondence—including letters, memos, reports, and minutes—ensuring clarity, professionalism, and timely delivery.

**Meeting Coordination & Support:** I have a proven track record in organizing, scheduling, and supporting meetings by preparing agendas, taking minutes, and tracking follow-up actions to ensure operational alignment.

**Client Relations & Reception Management:** I am experienced in managing front-office operations, welcoming and directing clients with professionalism, and handling inquiries in a courteous and solution-oriented manner.

**Multitasking & Prioritization:** I excel in managing multiple administrative tasks simultaneously while prioritizing urgent matters, enabling efficient time use and consistent delivery under pressure.

**Confidentiality & Integrity:** I am entrusted with handling sensitive documents and information with discretion and uphold high standards of confidentiality and ethical conduct in all administrative functions.

### EDUCATION

#### Higher Diploma in Secretarial Studies

Jan 2016-Dec 2016: Sangalo Institute of Science and Technology

#### Computer Studies

Jan 2006-April 2006: Soliat Printers

#### Computer Training

Jan 2002-June 2002: Friends College Kaimosi

#### Secretarial Studies

1996-1997: Friends College Kaimosi

#### Kenya Certificate of Secondary Education

1991-1994: Kipsigak High School

#### Membership & Professional bodies

Kenya National Secretaries Association (KENASA)

## PROFESSIONAL EXPERIENCE

### Assistant Office Administrator

#### Kibabii University

April 2015 – To Date

##### Key Achievements:

- Successfully implemented a structured document management and filing system, improving document retrieval efficiency and ensuring confidentiality of sensitive office records.
- Streamlined the planning and execution of high-level University Management meetings, resulting in improved meeting attendance, agenda tracking, and decision follow-ups.
- Maintained high standards of office protocol and professional decorum, enhancing the overall image and efficiency of the department.
- Improved response time to routine correspondences by developing standardized templates and follow-up systems, increasing communication turnaround.
- Spearheaded the digitization of administrative processes through effective use of the e-office system, reducing paper use and improving workflow speed.
- Consistently coordinated departmental meetings with timely agenda distribution and actionable follow-ups, improving team collaboration and accountability.
- Efficiently managed the office float, ensuring transparent record-keeping, timely expense reporting, and full accountability for departmental petty cash usage.
- Took ownership of the Customer Feedback docket, creating a feedback response system that enhanced service delivery and improved stakeholder satisfaction.
- Revamped departmental welfare initiatives by introducing structured staff engagement activities, leading to improved morale and team cohesion.
- Earned recognition from departmental leadership for exceptional multitasking, attention to detail, and proactive problem-solving in daily operations.
- Successfully played roles of Secretariat, Rapporteur and usher in International conferences in Kibabii University

### Administrative Assistant

#### Mount Kenya University, Thika Main Campus

September 2014– June 2015

##### Key Achievements:

- Developed and maintained a secure and efficient document management system, significantly reducing file retrieval time and ensuring 100% compliance with data protection standards.
- Enforced professional office protocol and etiquette, contributing to a well-organized, courteous, and efficient working environment.
- Created a structured correspondence tracking system that improved response turnaround time and ensured timely handling of routine communications.
- Successfully coordinated departmental meetings, including scheduling, agenda preparation, and minute documentation, resulting in improved team alignment and action tracking.
- Maintained accurate records and accountability of office petty cash, ensuring timely reimbursements and full compliance with financial reporting policies.
- Played a key role in improving operational efficiency through proactive planning, time management, and meticulous attention to administrative details.

### Secretary

#### Kaimosi Teachers Training College, Vihiga County

August 2007– September 2014

##### Key Achievements:

- Ensured the smooth day-to-day running of the office by maintaining an organized work environment, managing office supplies, and establishing systems for efficient document flow and communication.
- Maintained comprehensive, secure, and up-to-date records of student information, institutional correspondences, and academic documents through a structured filing system, both physical and digital.
- Upheld institutional protocol by coordinating appointments, facilitating courteous interactions with stakeholders, and ensuring professional conduct within the office setting.
- Drafted, reviewed, and prepared responses to routine correspondences, memos, and official letters, ensuring clarity, accuracy, and timely delivery.

- Organized and facilitated staff meetings by preparing agendas, taking minutes, and ensuring follow-up on action items, thereby enhancing internal communication and decision-making processes.
- Supervised and guided a team of junior administrative personnel (typists, clerks, and cleaners), delegating tasks effectively and ensuring all duties were carried out with efficiency and professionalism.
- Served as the official custodian of academic and professional certificates of enrolled students, ensuring secure storage, accurate logging, and timely issuance upon request.
- Acted as a liaison between academic departments, administrative offices, and students to ensure clear and effective communication across the institution.
- Handled confidential documents and student information with a high level of discretion and integrity, maintaining institutional trust and compliance with privacy standards.
- Provided direct administrative support to the Principal and Heads of Departments by managing schedules, organizing files, and ensuring that operational priorities were addressed promptly.

## **Secretary**

### **Barnabas Tegat High School Kapsabet**

**Jan 2007– July, 2007**

#### **Key Achievements:**

- Established a well-structured filing and record-keeping system that reduced document retrieval time by 50% and enhanced overall office organization.
- Streamlined internal communication by drafting clear and professional letters, memos, notices, and reports, ensuring timely dissemination of important information.
- Played a key role in organizing and facilitating staff meetings by preparing agendas, drafting minutes, and tracking follow-ups, leading to more productive and action-oriented meetings.
- Maintained high standards of office protocol and etiquette, fostering a professional and organized environment that improved stakeholder confidence.
- Introduced standardized templates and communication protocols that reduced administrative workload and improved turnaround time for routine correspondence.
- Received commendation from department leadership for reliability, attention to detail, and consistent delivery of high-quality administrative support.

## **Secretarial Teacher**

### **Rock Mirror College, Kapsabet**

**2003– 2005**

#### **Key Achievements:**

- Successfully prepared students for national business and secretarial examinations, leading to a marked improvement in pass rates and subject mastery.
- Designed and delivered hands-on lessons in typing, office management, business communication, and professional ethics, equipping students with real-world administrative skills.
- Provided mentorship and career guidance to students pursuing careers in secretarial and administrative fields, many of whom secured employment in reputable institutions.
- Implemented innovative revision techniques, mock exams, and personalized academic support, which boosted student confidence and performance.
- Organized office procedure simulations and supervised student-led administrative projects, enhancing practical understanding of office workflows and documentation.
- Instilled a culture of professionalism, punctuality, and attention to detail in students, preparing them for successful integration into administrative and clerical roles.

## **Secretarial Teacher**

### **Friends College Kaimosi, Vihiga County**

**2001– 2003**

#### **Key Achievements:**

- Successfully prepared students for national business and secretarial examinations, leading to a marked improvement in pass rates and subject mastery.
- Designed and delivered hands-on lessons in typing, office management, business communication, and professional ethics, equipping students with real-world administrative skills.
- Provided mentorship and career guidance to students pursuing careers in secretarial and administrative fields, many of whom secured employment in reputable institutions.

- Implemented innovative revision techniques, mock exams, and personalized academic support, which boosted student confidence and performance.
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## Secretary

### Ministry of Environment and Natural Resources, Nandi County Kapsabet

1997– 2000

#### Key Achievements:

- Successfully implemented a structured filing and record-keeping system, which improved document accessibility and reduced information retrieval time.
- Provided professional front-office support by directing clients effectively, improving visitor satisfaction and enhancing the institution's public image.
- Drafted and processed official correspondences—including letters, memos, notices, and reports—with a high degree of accuracy and timeliness, ensuring seamless internal and external communication.
- Played a key role in organizing and facilitating staff meetings, including preparation of agendas and minutes, which resulted in more structured follow-ups and improved staff coordination.
- Standardized formats for internal communication and reporting, enhancing the professionalism and consistency of official documentation.
- Consistently entrusted with sensitive information and high-priority administrative tasks, earning commendation from senior management for discretion and dependability.

#### KEY COMPETENCIES

Office Administration & Organization | Document management & filing system| Meeting planning & Coordination | Professional Correspondence & Report Writing | Client Relations & Front Office Support| Staff Supervision & Team Support| Records & Information Management | Minutes Taking & Agenda Preparation | Confidential Data Handling | Time management & Multitasking |

#### REFERENCES

1. Prof. Joshua O. Abuya | Associate Professor (Logistics & Supply Chain Management)| Ag. Registrar, Planning, Partnerships, Research & Innovation/Director Research & Innovation |Kibabii University | Email: [jabyua@kibu.ac.ke](mailto:jabyua@kibu.ac.ke)
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