

JOY WAITHIRA

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Professional Summary

Detail-oriented and reliable administrative professional with a Diploma in Information Technology and over three years of experience in cashier operations, customer service, and office support. Highly proficient in Microsoft Office applications, data entry, record management, and communication. Demonstrates strong organizational skills, accuracy in typing, and the ability to multitask effectively in fast-paced environments. Seeking to contribute my administrative and clerical expertise in the Secretary/Copy Typist role.

Key Skills

- 1 Microsoft Office Suite (Word, Excel, PowerPoint)
- 2 High typing speed with excellent accuracy
- 3 Data entry and records management
- 4 Office administration and clerical support
- 5 Customer service and communication skills
- 6 POS systems operation and reporting
- 7 Time management and multitasking
- 8 Professional telephone and email communication

Work Experience

Cashier | Simbisa Brands

2019 – 2025

- 1 Handled daily cash transactions accurately and maintained balanced cash drawers.
- 2 Provided excellent customer service, resolving inquiries and ensuring customer satisfaction.
- 3 Prepared daily sales reports and assisted in data entry and record keeping.
- 4 Operated POS systems and ensured smooth payment processing.
- 5 Maintained organized records of transactions and receipts for audit purposes.
- 6 Collaborated with team members to ensure efficient store operations.

Education

Diploma in Information Technology
Murang'a University of Technology | 2017 – 2019

Computer Packages Certificate
Bishop Kariuki Training Institute | 2017

Technical Competencies

- 1 Windows Operating Systems
- 2 Internet and Email Configuration
- 3 Basic Networking Concepts
- 4 Office Equipment (Printers, Scanners, Photocopiers)
- 5 Document formatting and file management

Referees

Available upon request.