

# CURRICULUM VITAE

Ann Mburu  
+971581926097

Email: [angieangel778@gmail.com](mailto:angieangel778@gmail.com)



## PERSONAL PROFILE

Detail-oriented Office Administrator with 5+ years of experience optimizing business operations and enhancing team productivity. Proven track record in reducing operational costs through strategic vendor negotiations and workflow automation. Expert in transitioning paper-based offices to digital filing systems and maintaining seamless administrative procedures in fast-paced environments.

## EDUCATION BACKGROUND

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**1999-2002:** Rift valley institute of health sciences

Diploma in medical laboratory

**2011-2014:** Emirates Aviation university UAE

High National Diploma in Business management

**2023 to date:** Africa International university Karen

Taking degree in counseling psychology.

## WORK EXPERIENCE

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**2003-2005:** Kikuyu Hospital

Position: Lab technician

### RESPONSIBILITIES

- **Performing tests:** Analyzing samples, conducting tests on new products, and designing and conducting lab tests
- **Preparing samples:** Collecting, preparing, and storing samples, solutions, cultures, and specimens
- **Maintaining equipment by** Cleaning, maintaining, and calibrating laboratory equipment, such as centrifuges, titrators, and pH meters
- **Recording, analyzing, and writing reports** on the findings of experiments and trials
- **Following and ensuring strict safety procedures** and safety checks
- **Communicating scientific information** appropriately, often through digital software

- Staying up to date with relevant scientific developments that can improve the efficiency of lab operations
- Administration & Documentation: Maintaining laboratory registers, records, and policies. Issuing laboratory reports, ensuring data accuracy in LIMS or computer systems, and preparing reports.
- Inventory & Logistics: Managing laboratory supplies, ordering, and inventory control.
- Technical Support: Assisting with sample preparation, analysis, and cleaning/calibrating equipment.
- Compliance & Safety: Ensuring adherence to safety protocols and regulatory standards.
- Operational Coordination: Managing schedules, communicating with stakeholders, and assisting with quality management.

*2005-2007: Digi photo Imaging Company Dubai*

Administration officer

Responsibilities

- Open and maintain customer accounts by recording account information
- Resolved product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Maintained financial accounts by processing customer adjustments
- Recommending potential products or services to management by collecting customer information and analyzing customer needs
- Preparing product or service reports by collecting and analyzing customer information
- Contributing to team effort by accomplishing related results as needed
- Managing large amounts of incoming calls
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid, and complete information by using the right methods and tools
- Meet personal and team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Keep records of customer interactions, processing customer accounts, and file documents
- Follow communication procedures, guidelines, and policies
- Resolve customer complaints via phone, email, mail, or social media.

- Photography & Editing: Operating cameras (including green screen) to capture guest experiences, editing images, and creating finished products like frames or albums.
- Guest Service & Sales: Approaching tourists, encouraging photo opportunities, processing payments (cash/card), and achieving individual/site sales KPIs.
- Operational Support by setting up equipment, maintaining cleanliness, and managing daily workflows.
- Technical Management handling, troubleshooting, and ensuring quality control for imaging equipment and software (e.g., EPX/IMIX).

2007-2020: Emirates Airlines Dubai Position:

Cabin crew /Cabin crew supervisor

#### RESPONSIBILITIES

- Overseeing cabin crew by ensuring cabin crew are performing well and adhering to safety regulations and company policies
- Coordinating service delivery by ensure cabin crew are providing excellent customer service
- Investigating customer complaints and address any issues or concerns that may arise during flights
- Conducting regular performance evaluations and provide constructive feedback
- Implementing training programs to ensure cabin crew have the skills and knowledge to provide a seamless and enjoyable experience for passengers
- Maintaining safety knowledge by attending recurrent training, emergency procedures trainings, and educational workshops
- Collaborate with other departments for smooth operations and a cohesive team environment
- Guide crew on professional conduct, grooming, and customer service, setting a high standard.
- Compliance & Standards by ensuring all training meets aviation authorities' requirements and the airline's operational manuals.
- Maintain accurate training records, attendance, and performance reports.
- Continuous Improvement by Identifying training needs, develop efficient methods, and stay updated on industry practices.
- Conducting comprehensive training and orientation on emergency procedures, first aid, aviation security, dangerous goods, and in-flight service.
- Assessment & Evaluation: Monitor and evaluate trainee performance, providing feedback to ensure competence before operating on flights.
- Ensuring all training aligns with aviation authorities and airline policies.
- Maintaining accurate, up-to-date records of all training sessions and trainee progress
- Acting as a role model, setting high standards for professionalism and safety.

## 2021-To date St Ann's Medical Centre

Administration officer

### *Responsibilities and achievement*

- Streamlining workflow by reducing patient wait times through optimizing appointment systems and improving patient flow through departments.
- Effectively managed budgets, reducing operational costs without compromising care, and securing necessary funding for new equipment or technology.
- Spearheaded the adoption of electronic medical records (EMR) and diagnostic tools to improve documentation and care quality.
- Implementing evidence-based practices that improve clinical outcomes, such as reducing hospital-acquired infections (by up to 20% in some cases).
- Through human resource and management helped reduce employee turnover by improving workplace culture, and creating staff recognition programs.
- Implemented training programs that improved clinical competency and staff efficiency
- Implemented workplace diversity to improve patient relations and care
- Ensured 100% compliance with complex, ever-changing government health regulations and legal requirements.
- Organized community initiatives like vaccination drives, telehealth services for rural populations, or public health education programs.
- Expansion and planning for the construction of new facilities or departments and registering new patients through electronic medical records (EMR) system.
- Scheduling, rescheduling, and confirming appointments for doctors and specialists
- Maintaining accurate, confidential, and secure patient records and medical files.
- Handling insurance claims, Medicare billing, and transactions.

### SKILLS

- **Data & Record Management:** Competence in database management and maintaining accurate digital and physical filing systems.
- **Office Equipment Operation:** Ability to operate and troubleshoot essential hardware, including printers, multiline phone systems, and scanners.
- **Organization & Multitasking:** The ability to prioritize shifting demands and manage multiple projects simultaneously without compromising quality.
- **Communication:** Exceptional verbal and written skills for professional correspondence, greeting visitors, and acting as a liaison between departments.
- **Discretion & Confidentiality:** Handling sensitive information, such as personnel files or financial records, with absolute professional integrity.
- **Problem-Solving:** Critical thinking to resolve daily operational issues—from scheduling conflicts to equipment failure—quickly and independently.
- **Adaptability:** Flexibility to learn new digital tools and adjust to changing office protocols or hybrid work environments
- **Software Proficiency:** Microsoft 365 (Word, Excel, Outlook, PowerPoint) is the most critical requirement for creating reports, managing data, and scheduling. Proficiency in Google Workspace is also highly valued.
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REFEREE

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1. Emirates Group headquarters

Garhoud Area - opposite to Airport Terminal 3 - Dubai - United Arab Emirates

+971 4 708 1111

Former Staff number 385886.

2 .Dr David Kahura

St. Anns Medical Centre

*Tel:* +254721666829