

RESUME

PROFILE

Name: Brian Mwathi Njenga

Email: brianmwathi017@gmail.com

Portfolio: brianmwathi.com

Phone Numbers: +254 705 504 527 or +254756178415

Proficient Languages: English, Swahili

PERSONAL PROFILE.

I am Brian Mwathi Njenga, a graduate of Daystar University with a Bachelor's Degree in Community Development and a Minor in Social Work. I have also undertaken studies in Humanitarian Diplomacy and Advocacy at Royal Priest College, where I developed strong skills in communication, negotiation and understanding people's needs. My academic background and professional experience have equipped me to engage effectively with individuals from diverse backgrounds while maintaining a high level of professionalism, empathy and respect. I am passionate about serving people, building meaningful relationships and creating welcoming environments where everyone feels valued, appreciated and supported. I thrive in dynamic, people-centered environments where I can assist clients, solve problems and ensure the delivery of high-quality service to everyone. I naturally gravitate toward helping others, collaborating within teams, and creating positive experiences for both customers and my colleagues.

I possess strong interpersonal and analytical skills that enable me to communicate clearly, respond effectively to customer needs and maintain a high-level standard of service.

Additionally, I am passionate about community service, cultural exchange and continuous learning through travel and meaningful interactions with others. I am committed to contributing to organizational success by providing excellent customer service, supporting daily operations, and fostering a friendly, professional environment that enhances customer satisfaction and strengthens the organization's reputation.

ACADEMIC QUALIFICATIONS

- ❖ **Daystar University** – BA in Community Development and Social work (August 2021- November 2025)
- ❖ **Royal Priest College of Divinity and Humanity**- Humanitarian Diplomacy and Advocacy
- ❖ **Nyangwa High School**- Kenya Certificate of Secondary Education (KCSE) (2017-2020)
- ❖ **Mwatate Junior Academy**- Kenya Certificate of Primary Education (KCPE) (2009-2016)

WORK EXPERIENCE

KENYA RED CROSS ORGANIZATION

ATTACHE/ VOLUNTEER

- ❖ Being trained with the knowledge of First Aid, I provided first aid during emergencies, public events and sometimes participated in training others in basic first aid and safety.
- ❖ Assisting the medical teams during free medical camps where community members receive basic health Services and medications.
- ❖ Helping in surveys, assessments and record-keeping in hospitals, clinics and field programs for planning and monitoring purposes.
- ❖ Organizing and supporting blood donation campaigns by mobilizing donors, registering participants, and creating awareness about the importance of donating blood.
- ❖ Distributing relief aid such as food, water, and shelter materials during emergencies like floods, droughts, fires and helping in educating communities on disaster preparedness and response.
- ❖ Participating in cleaning public spaces such as slums, markets, schools, and hospitals to promote hygiene and environmental conservation.
- ❖ Helping in surveys, assessments and record-keeping in hospitals, clinics, or field programs for planning and monitoring purposes.
- ❖ Participated in feeding programs, especially targeting vulnerable groups such as children, the elderly, and internally displaced people.

GLEE HOTEL

CUSTOMER CARE/SUPPORT STAFF- ZAYELLE VENTURES

- ❖ Coordinated with events teams to facilitate smooth operations.
- ❖ Showing directions to the guests to allow smooth flow of events
- ❖ VIP handling and client satisfaction
- ❖ Ensuring smooth guest flow and event logistics.

BRIGHTER MONDAY KENYA

BRAND FACILITATOR

- ❖ Facilitating training sessions and career workshops
- ❖ Brand representation during career workshops
- ❖ Providing clear insight on how the portal works for people.
- ❖ Promoting brand awareness to the customers on what Brighter Monday offers

AIDEL RESTAURANT (OCTOBER 2025- JANUARY 2026)

CASHIER

- ❖ Receive and process payments through cash, credit/debit cards, or mobile money platforms like M-Pesa.
- ❖ Provide correct receipts and change where needed to customers after each transaction.
- ❖ Double check orders and bills to ensure no mistakes are made before finalizing payments.
- ❖ Keep track of the cash float and balance the drawer at the beginning and end of the shift.
- ❖ Coordinate with kitchen staff to track order status and ensure timely delivery to customers.
- ❖ Keep the cashier station, counter, and surrounding area clean, organized, and presentable at all times for smooth coordination of work.
- ❖ Record daily sales transactions for balancing and reporting to management.

GLOBAL Off-GRID SOLAR FORUM & EXPO 2024 AT KICC SUPPORT STAFF

- ❖ Welcoming people, checking them in and providing badges and informational materials.
- ❖ Offering guidance to delegates depending on what they needed.
- ❖ Maintaining clear and effective communication channels between the delegates and the officials.
- ❖ Ensuring that the delegates have access to the required tools and equipment for the forum.

- ❖ Gathering, organizing and providing necessary documents, information and data related to the forum.

ZAYELLE VENTURES

CHANGAN AUTOMOBILE NOVEMBER 2024 MARKETING

- ❖ Coordinating social media presence by creating engaging content to promote sales and service.
- ❖ Maintaining customer satisfaction through feedback.
- ❖ Introducing potential customers to different Changan car models, explaining their features, performance, safety ratings, fuel efficiency, and the advantages of the car.
- ❖ Arranging and supervising test drives to give customers a real feel of the car's performance and comfort.
- ❖ Explaining available payment plans, loan options and promotions to help clients make informed decisions.
- ❖ Engaging with walk-in clients, online inquiries, explaining vehicle options, answering questions, guiding buyers through the sales process.

AUGUST 2022 ELECTION IEBC AGENT

- ❖ Voter registration.
- ❖ Undertaking polling station duties before, during and after the elections.
- ❖ Verifying the voter's identity using the register and voter ID.

SKILLS AND HOBBIES

- ❖ I can easily relate with others in a professional setting with the ability to communicate, collaborate, understand and commiserate with others in an organization.
- ❖ Strong ability to communicate with excellent communication skills written, spoken or presentation skills with the ability to analyze and communicate information within an organization.
- ❖ Teamwork in which I am capable of respectfully working with other team members, contributing to the goals and objectives of the organization.

- ❖ Organizing and Planning of tasks in a methodical and timely manner for effective and efficient output.
- ❖ Conversant with Microsoft Office Suite and computer skills to create record and present easily understood information and data.
- ❖ Critical thinking and strategic thinking to promote new ideas and sustainability within an organization

REFERENCES.

Dr Daniel Mutunga

Dean Daystar University

+254705070269

Mabel Opisa Odima

Lecturer Daystar University

+254721452622

Peter Mwawughanga

Logistics- Kenya Red Cross Organization.

+254717685051

Patricia Chika

Founder and CEO- Zayelle Ventures

+254717444976

Victor Munene Mulwa

Manager- Aidel Restaurant

Victormunene98@gmail.com

+2754705012570

Paul Githae

+254722735204