

Fridah Maluki

malukifridah5@gmailcom

EXPERIENCE

Freelance Translator

Translator

Sept. 2004 – present

- Reading documents and preparing summaries.
- Consulting with experts in a specialist field, if required.
- Developing contacts and building relationships with clients.
- Provision of accurate translations of texts.
- Attend meetings to translate discussions.
- Continually taking language fluency assessments to certify fluency.
- Liaise with colleagues to ensure that translations are true to the original meaning.
- Using software and bespoke applications to upload content, if required by a client.

Africa International University, Kenya

Records Officer (Registrar's office)

Jan. 2010 – Aug. 2015

Administrative Assistant (Admissions Office)

March 2009 – Dec. 2009

- Worked with a team of 5 to implement the Student Management Software when the University was shifting from manual data management to the digital platform saving the institution 100% of the cost equivalent to the pay of engaging 2 casual workers in the Registrar's office.
- Restructured the Admission form leading to over 90% turn-around time for the application process to be complete.
- Revised the documents that were in use as supporting evidence leading to at least 90% turn-around time to complete an application.
- Promoted within 9 months due to strong performance and organizational impact (2 years ahead of schedule).
- Reviewed the response time between when the client applied to when the received feedback - from 7 days to 48 hours leading to improved Admission numbers by 80%.
- Identified steps to increase accuracy of student records leading to 95% student satisfaction.

British American Insurance Co. Ltd., Kenya

Financial Advisor

Sept. 2004 – August 2008

- Received recognition Award from the CEO British American Ins. Co Ltd for outstanding performance i.e. achieving 100% persistency.
- Gained customer needs assessment skills, meeting quality standards for services, and evaluation of customer satisfaction leading to 100% improvement in the services offered.

LEADERSHIP

Safer Africa, Nairobi

Key Researcher

Jan. 2003 – Dec. 2010

- Directed a team of 10 research assistants in data collection and analysis with over 100,000 participants in 10 cities in Kenya

Moi University Christian Union, Eldoret Kenya

Editor-in-Chief

Jan. 2000 – Dec. 2001

- Spearheaded the transition of the Christian Union Editorial material from a pamphlet to a magazine leading a team of 20 participants.

EDUCATION

Africa International University, Nairobi Kenya

July 2017

Master of Education (Leadership and Administration); Cumulative GPA: 3.55/4.0 [GPA optional]

Moi University, Eldoret Kenya

October 2002

Bachelor of Arts Languages and Literary Studies (English); Second Class Honours (Upper Division)

SKILLS

- Proficient report writing and evaluation skills
- Good decision-making ability
- Fast learner
- Effective written communications skills
- Ability to work without supervision.
- Effective verbal and listening communications skills
- Excellent interpersonal skills
- Detail oriented
- Team player

ADDITIONAL

Technical: Program Management, Instructional Technology, Creativity, Critical Thinking, Computer and Digital Literacy, Technical Writing

Languages: Fluent in English and Kiswahili

Certifications & Training: International Leadership Institute Training, First Aid Training, Management of Meetings and Minute Writing /seminar, Customer Service & Interpersonal Relationship Seminar, Lay Counseling Course, Teaching Children Effectively