

BETTY ONYANGO

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PERSONAL STATEMENT

I am a highly-resourceful Administration Professional with intensive academic background in executing business strategies for business growth. I have gainfully developed skills in client service and relations, planning and organization, client relationship building and problem solving. I also understand various personal management and time management skills. I intend to attain a role at Legacy Senior Living so as to completely execute my skills and knowledge with an objective to improve the growth to the Community.

PERSONAL ACCOMPLISHMENTS

Business Management Skills:

- Volunteer at Bedrock Holdings Ltd now Cotec Security Group Ltd as a receptionist and admin assistant. I have developed skills that focus on improving business transformation to achieve desired objectives and organizational culture.
- Followed the company's policies for reporting any developments and changes where needed.
- Completed assigned tasks on time for other departments to be able to access information required easily.

Client Service: Increased my knowledge on client service by ensuring all information to clients are accurately conveyed and that clients' concerns are always addressed.

Technical Proficiency: Well versed in Computer Packages Word, Excel, Power-point and Internet.

Communication Skills: Strong ability to read and understand information and ideas presented in writing and to apply

general rules to specific problems to produce answers that make sense.

Administration: Good administration and report writing skills gained from writing various reports throughout my studies. Other skills developed during my studies include:

Business Growth | Revenue Development | Planning & Organization | Communication Skills | Time Management | Data Management | Personal Management | Technical Expertise | Client Relationship Building | Market Research | Cost Controls | Microsoft Office Suite.

EDUCATION

Masters of BUSINESS ADMINISTRATION – University Canada West (Jan 2023- Present)

BACHELOR IN INTERNATIONAL BUSINESS ADMINISTRATION | Accounts Major – United States International University Africa (Sept 2016 – 2021)

International General Certificate of Secondary Education | IGSCE – Jalaram Academy (2015) **Kenya Certificate of Primary Education** – Xaverian Primary School (2012)

INTERNSHIP INTERN (Admin) – Kenya National Commission on Human Rights. KNHCR (May – July 2015)

- Actively participated in data collection, analysis and research in the organization's projects.
- Keyed in data collected from the field into Excel worksheets. Filtered and recorded data as required while keeping a clear record of all office records in easily accessible folders.
- Maintained a filing system for all office files and correspondence in an easily accessible organized manner. Received incoming mails and correspondence and ensured the same was responded to.

INTERN (Admin) – Umande Trust Organization. (January – April 2021)

- Helped improve the Organization's online visibility.
- Identified fund raising opportunities and participated towards development of concepts/ proposals.
- Actively participated in data collection, analysis and research in the organization's projects.

Sole Proprietor Pink Harlem | Nairobi County

Accounts Officer (Feb 2022 - Present)

- Set up payment schedules for monthly utilities, vendor services, and other repeated expenses.
- Analyzed financial documentation in detail to find key information, identify trends, and detect problematic activities.
- Advocated for client needs by communicating with internal teams to define clear actions and deliverables.
- Developed client partnerships, liaising between agency and client decision-makers to foster coordination and support.
- Provided administrative account support to maintain records and assess performance.

Caregiver- Maya's Family (June 2024 – Jan 2025)

- Provide daily care and support, catering to physical, emotional and social needs.
- Engage clients in recreational and social activities, ensuring comfort, safety and emotional well-being.
- Organize and monitor individual activity plans to promote wellness and independence.
- Build strong, supportive relationships, demonstrating compassion, patience and attention to detail.

On Site Server- Pacific Yacht Charters (Summer 2024 – Jan 2025)

- Delivered high-level service to high-end clients, meeting and anticipating needs with professionalism.
- Assisted in creating and managing guest activity schedules, ensuring a memorable experience.
- Developed strong organizational skills by managing logistics and inventory for activities and meals.
- Coordinated with teams and external partners to provide smooth and enjoyable events on board.

On Site Server- Legacy Senior Living (Jan 2025 – Present)

- Delivered high-level service to high-end clients, meeting and anticipating needs with professionalism.
- Provided exceptional service to residents, anticipating needs and ensuring a comfortable and dignified living experience.
- Assisted in organizing and serving meals, adhering to dietary restrictions ensuring quality food delivery in a timely manner.
- Supported resident activities by coordinating event logistics and ensuring smooth transitions between scheduled events.
- Collaborated with the team to maintain a clean, safe and welcoming environment.
- Demonstrated strong communication skills, fostering positive relationships with residents and their families to enhance their experience.
- Managed inventory and assisted in the setup of various in-house programs.

REFEREES

George Nyawanda
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Bedrock Holdings Ltd
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