



Joseph Mumo Philip

EXECUTIVE ADMINISTRATION & OPERATIONS PROFESSIONAL

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📍 Nairobi, Kenya · Available Remotely

CORE SKILLS

- Executive & Admin Support
- Office Operations Management
- Workflow & Process Coordination
- Calendar & Meeting Management
- Team Coordination & Supervision
- Customer Service Excellence
- ISO Systems Support
- Documentation & Records
- Professional Communication
- Project Coordination
- Travel Logistics
- Stakeholder Engagement
- Grant Writing

EDUCATION

Master of Business Administration

MBA Candidate
In Progress

LANGUAGES

- English - Proficient
- Swahili - Native

CERTIFICATIONS

- ISO 27001:2013 Compliance Contributor
Stima Sacco Society Ltd

AVAILABILITY

- **Open to Opportunities**
Remote & On-Site (Kenya)

PROFESSIONAL SUMMARY

Results-oriented Executive Administration and Operations Professional with 5+ years of experience across leading Kenyan institutions. Proven track record in executive support, office operations, stakeholder engagement, and organisational systems management. Currently pursuing an MBA to deepen expertise in strategic administration and organisational leadership.

PROFESSIONAL EXPERIENCE

Administrative Assistant

2023 - Present

Stima Sacco Society Ltd · Nairobi, Kenya

Supporting branch operations and administrative coordination. Responsible for office administration, documentation management, customer service excellence, and operational efficiency. Key ISO 27001:2013 compliance contributor; spearheaded a product knowledge gamification initiative that improved staff engagement across branch teams.

Branch Operations Administrative Coordination Customer Service ISO 27001:2013 Team Supervision

Personal Assistant to the Vice-Chancellor

2019 - 2023

University of Embu · Embu, Kenya

High-level executive support to the Vice-Chancellor: executive scheduling, correspondence management, and strategic administrative support. Coordinated 20+ international and local trips (visa, accommodation, logistics). Introduced an appointment dashboard that reduced scheduling conflicts. Co-developed a grant-winning student employability proposal presented at Ashesi University, Ghana.

Executive Support Travel Coordination (20+) Correspondence Management Stakeholder Engagement Grant Writing

KEY ACHIEVEMENTS

- **Executive Travel Excellence:** Coordinated 20+ international and local trips for executive leadership including visa applications, accommodation, and scheduling logistics.
- **Appointment Dashboard Integration:** Introduced a structured scheduling dashboard at the University of Embu, reducing scheduling conflicts and improving executive office coordination.
- **ISO 27001:2013 Compliance:** Contributed to successful compliance initiatives by enforcing administrative and documentation requirements that supported excellent audit performance.
- **Grant-Winning Proposal (Ashesi, Ghana):** Collaborated on a student employability proposal that secured funding, presented at the Education Collaborative Convening at Ashesi University.
- **Product Knowledge Gamification:** Spearheaded an innovative staff engagement initiative at Stima Sacco improving product knowledge retention across branch teams.