

EMILY MUTHONI NJAGI
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Date of Birth: 19/01/1987

EDUCATION

- **Master's Programme in Sociology from September 2015 to present at Kenyatta University.**
 - **Bachelor of Arts in Integrated Community Development**, Daystar University, Aug 2006- June 2010: (Graduated on 19th June 2010 with a 3.52 GPA):
 - **Undertook the Kenya Sign Language and Basic Interpretation**, University of Nairobi, January to July 2012:
 - **Kenya Certificate of Secondary Education (KCSE)**, B- Grade scored; Kyeni Girls' High School, February 2001-November 2004:
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SKILLS AND ATTRIBUTES

- Strong leadership and consensus building skills.
 - Team player with excellent interpersonal skills and communication skills.
 - Sound proposal and report-writing skills.
 - Vast experience in data collection, organizing focus group discussions and analysis.
 - Excellent written and oral communication skills.
 - Remarkable experience in client services.
 - Good expertise in Customer Service operations.
 - Proficient in Microsoft Word, Excel, Power Point.
 - Strong influencing and negotiation skills, self-driven and result-oriented with integrity.
 - Ability to successfully answer questions, resolve problems, provide general assistance.
 - Skilled in liaising closely with internal and external stakeholders to identify opportunities for service improvement.
 - Track record in the development and implementation of integrated customer service campaigns.
 - Able to quickly understand client needs and to deliver timely and cost-effective solutions.
 - Risk taker, dynamic, dependable and flexible.
 - Project coordination, management, monitoring and evaluation skills.
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WORK EXPERIENCE

December 2020 to present

Ministry of Environment and Forestry; Kenya Forestry Research Institute

Assistant Research Scientist, Duties and responsibilities

Assisting in the conceptualization, planning and implementation of Research and Development projects and activities within the gender and socio-economics disciplines. Assisting in data collection, analysis and management in the mentioned disciplines. Ensuring the integration of women and youth in research and development projects. Assisting in assessing the role of indigenous technical knowledge in areas such as herbal medicinal plants conservation and community forests in forest conservation. Assisting in writing appropriate technical reports and scientific papers. Ensuring the dissemination of research findings to help with the outcome, uptake and impact of research and development projects within the communities and societies. Ensuring that bio-enterprises development and livelihoods are incorporated within communities in the research process.

April 2017 to November 2020

Probation Officer I, Nairobi

Ministry of Interior and Coordination of National Government; Probation and Aftercare Service

Timely case management involving social inquiries within diverse communities, and the assessment of clients mainly offenders referred by the law courts, data collection, generation of timely and objective reports to court and other penal institutions for the dispensation of justice. Also, the supervision/treatment, rehabilitation and reintegration of offenders on community service or non-custodial sentences back to the community, setting up and guiding family/community conferences, as well as submitting reports for reintegration and placement in relevant institutions drawn from the reports' recommendations for strategic institutions such as government hostels, borstal facilities and safe homes. It also involves records management and continuous report writing, for the empowering of clients in problem solving skills for the reduction of recidivism, and creation of awareness of laws and human rights.

January 2 to April 2017

Assistant Researcher

National Counter-Terrorism Centre/ United Nations Development Programme

Travelling to field sites and conducting ground work and pilot visits, preparation of research questions, conducting interviews to religious leaders mostly Sheikhs in mosques, community leaders, organizing and setting up of Focus Group Discussions, transcription and report writing of the same, summarizing and analyzing data, and contributing to publications.

December 1 to December 24, 2016

Research Assistant

National Authority for the Campaign Against Alcohol and Drug Abuse (NACADA)

Administering household questionnaires to the sampled areas daily on the third cycle of the National Survey on the “alcohol and drug abuse situation in Kenya-2016.” The interviewees included 10-14 and 15-65 year-old citizens in their homes across all the regions in Kenya.

April to November 2016

Research Assistant

Kenyatta University

Working on different research programmes being carried out by the institution. One exercise was on Social Science research uptake by the Counties and universities in Kenya, alongside a concurrent data collection exercise on collaborative management in partner organizations. While at the Kenya Forest Service, we were able to identify the issues community members and forest associations face in the conservation of forests, alongside recommendations, which are pertinent to sustainable development right from the grassroots.

Client Support Executive, January to December, 2014

Techno Brain BPO/ITES LTD

Duties and Responsibilities

- Providing support services via E-mail to local and international clients and leveraging on sales.
- Formatting and enhancing the usability and readability of clients' data.
- Editing client's works and documents for purposes of making Clients' data logical and consistent.
- Doing online research, analyzing, and making recommendations as per the clients' needs.
- Investigated and resolved service issues and/or product problems.

Research Assistant;

International Labour Organization; August 2013: Naivasha, Nakuru and Busia

Key Achievements

- Carried out routine tasks accurately to produce reliable and precise data.
- Followed strict methodology and carried out analysis, recording and interpreting results. The practice exposed me to research, data collection, data entry, monitoring and evaluation, during and after fieldwork.

Other Significant Responsibilities Held:

- **Team leader:** 2017 Group Probation: Ensuring team work and flow of communication between the newly recruited and senior employees, submitting progress reports and the successful mentorship and supervision of attachees.
- **Research Assistant;** Youth Initiatives Kenya and Women Education Research Kenya (WERK); October to December 2013.

- **Volunteer Experience;** Undugu Children Centre- Kitengela: July to September 2012; Involved with the rescue, protection, rehabilitation and reintegration of both deaf and hearing children.
- **Peer Counselor;** Daystar University Peer Educators (Mentorship of high school students and former street children in schools, awarded a certificate), January to December 2009.
- **Sports Manager;** Daystar University handball team; (Organizing sports and merchandise for sports and travel activities in Nairobi, Kisumu and Mombasa) June 08 to December 09.

Training and Workshops:

- Training on Change Intervention Program for Probation (CHIPP), June 2019.
- Training on Motivational Interviewing, January 2019.
- Risk and Needs Responsivity certificate, June 2018
- Gained DUPE (Daystar University Peer Education) Training in Counseling Skills and qualified in May 2007.
- Participated in an 8 week HIV&AIDS Peer Education Training by I Choose Life Africa. 2006.

REFEREES

<p>Peterson M. Kamau Deputy Director Business Development Studies Ministry of Environment and Forestry P.O. Box 30126-00100 Tel: 0721641970 E-mail: petersonkamau@gmail.com</p>	<p>Caroline Muthoni Kariuki Marketing Communication Officer, ATS Travel Email: ckariuki@atstravel.co.ke/ sonniekariuki@gmail.com Tel: 0722973211/0754476857</p>	<p>Amos Muregi Kimani Assistant Procurement Officer, Kenya Power Pension Fund. P.O. Box 54276-00200 Nairobi, Kenya Tel: 0711102171 Email: amoskimani@hotmail.com</p>
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