Brenda Nyaboke

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Profile Summary

Reliable, organised professional with a Master in Management and a Finance foundation from Maastricht University, combined with hands-on experience across administration, customer service, and retail/inventory operations. Comfortable learning new systems quickly, working accurately to deadlines, and communicating clearly with colleagues and customers. Fluent in English and building conversational Dutch (currently A1, actively studying). Eligible for the Dutch orientation-year permit, based in the Netherlands, and available to start immediately, full-time or part-time. https://brendanyaboke.nl/

Education

09/2025 – 09/2026 (Completed)
Master in Management — **Maastricht, Netherlands**
Maastricht School of Management, Maastricht University
- Coursework: Marketing, Strategy, Leadership, Entrepreneurship, Sustainability, HRM, and Operations Management
- Participated in MSM SDG Challenge and Maastricht University Business Days
- Thesis: Sustainable Waste Management Practices Among University Students in Kenya

08/2021 – 07/2023
Bachelor of Science in Finance — **Nairobi, Kenya**
Co-operative University of Kenya
- Research Project: The role of microfinance institutions in promoting financial inclusion and business growth.

Work Experience

2026 – Present
Partner & Administrative Operations Coordinator — **Maastricht, Netherlands**
NYVÉ TRAVEL
- Handled day-to-day partner communication and onboarding administration across Kenya, Tanzania, Uganda and Rwanda, responding promptly and keeping records organised throughout.
- Followed structured verification checklists and kept documentation accurate and audit-ready.
- Tracked partner and booking data in Excel, flagging discrepancies

before they became problems.
- Coordinated communication between customers and service providers to ensure successful service delivery.
- Adapted communication style to different partners and customers, staying clear and professional under time pressure.

2021 – 2025 **Retail & Customer Operations Manager** **Nairobi, Kenya**
Fashion Boutique
- Managed day-to-day shop floor operations, assisting customers directly and resolving requests with patience and professionalism.
- Tracked stock levels and organised inventory, reordering to avoid shortages.
- Coordinated with suppliers across multiple countries, keeping organised records of every agreement.
- Built repeat relationships with customers from a wide range of backgrounds.

2023 – 2024 **Finance Intern** **Nairobi, Kenya**
Senate of Kenya
- Prepared and compared monthly and annual financial reports
- Reviewed and verified staff expense reports for accuracy and compliance with internal policies
- Supported accurate financial record-keeping and reporting.
- Worked within a structured institutional environment where accuracy, accountability, and compliance were important.

04/2024 – 02/2025 **Junior Accountant** **Nakuru, Kenya**
National Cereals and Produce Board
- Handled administrative and financial paperwork accurately, working to deadlines under established procedures
- Communicated clearly with colleagues and stakeholders and kept records organised and accessible
- Identified opportunities for cost reduction and operational efficiency

Leadership, Projects & Community Engagement

2026 **MSM SDG Challenge – Maastricht University**
Collaborated with a multidisciplinary team to develop solutions addressing sustainability challenges
Presented ideas and recommendations to stakeholders in a competitive environment

2026 **Maastricht University Business Days**
Participated in networking events with employers, professionals, and industry leaders
Developed professional communication and networking skills

2025 – Present **Independent Website & Digital Marketing Projects**
Designed and managed websites using Wix and WordPress
Developed content, branding concepts, and customer-focused digital experiences

Explored digital marketing, SEO, and online business development

Skills

Administration & Customer Service
Administrative Support, Customer Service, Data Entry & Excel, Accurate Record-Keeping, Complaint & Issue Resolution
Retail & Operations Support
Inventory & Stock Coordination, Scheduling, Deadline Management, Independent Working, Fast Learner (new systems/software)

Digital Skills
Microsoft Office Suite, Canva, Wix, WordPress, Basic Programming, AI Productivity Tools

LANGUAGE
Native: Swahili
Fluent: English
A1 Dutch (certified, intensive course)

Hobby | Interests

Entrepreneurship & Innovation: Passionate about developing business ideas, digital platforms, and creative solutions to real-world challenges.
Fashion & Branding: Interested in visual storytelling, personal branding, and customer-focused marketing.
Fitness & Well-being: Regularly practice Pilates and Spinning, which help develop discipline, consistency, and resilience.
Travel & Cultural Exchange: Enjoy learning from different cultures, meeting new people, and exploring international perspectives.