



NAOMI W. KARIUKI

Virtual Assistant

I am a multi-skilled and result-driven Executive Virtual Assistant with special skills in Administration duties, Marketing, and Customer Service profession. I am keen on pursuing positions that will see me grow into roles that improve and expand my career. The positions I have held have seen me grow my skill set and improve my ability to handle diverse roles. Highlights of my experience include; profiling and analyzing customer inquiries and complaints received at the front office and online, data entry, performing customer satisfaction surveys, conducting marketing surveys, handling intra and extra-marketing activities, receiving customer calls and emails, and handling minutes writing. Moreover, I am a diligent worker, a team player, and a fluent communicator who can fit into a multicultural environment. I am seeking opportunities where I can apply my administration duties, marketing, basic social media management, and customer care expertise.

Customer Support.



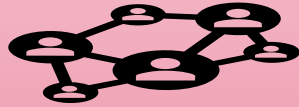
I will ensure that your clients are well handled, handle all their complaints, capture customer feedback, and outreach.

Administrative Tasks.



I will handle your time-consuming administration work so that you can focus on other areas of your business. Things like calendar management, and to-do-list, are things that I will ensure I handle with expertise.

Social Media Management



With the world having shifted to operating most things online, I can help you handle the social media pages. You will not have to worry if your pages are up to date. I will engage with the followers as well, answer their queries and turn the prospective customers to be your customers.

Data Entry and Management.



I will save you time inputting data into your system. I have great experience in Ms. Word and Excel which are crucial in data entry.