

Valerie Katunga

VIRTUAL ASSISTANT

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PROFILE

Quality focused business professional with combined knowledge in general business operations, financial administration, customer service and business development projects management.

I greatly fit and thrive in working in a fast-paced, high-energy, get it done environment and I am excited to grow professionally alongside my able team members.

A hardworking, passionate and focused profession with a drive to be the best at my profession. I am an outstanding communicator, flexible, reliable, can multitask and ability to handle sensitive information (discretion). I have the ability to complete tasks accurately and quickly and very detail oriented.

I have good phone etiquette, a quick learner and positive attitude in work to deliver exceptional results.

PROFESSIONAL EXPERIENCE

ASSOCIATE VIRTUAL ASSISTANT

FAITH NJIPISHIP CHELANGAT

05/2022 – 12/2022

NAIROBI, KENYA

Responding to emails.

Calendar and Diary Management.

Scheduling meetings via Zoom, Go-to Meeting, Microsoft Teams and Google Meet.

Provide customer service as the first point of contact.

Travel Management.

Manage contact list.

Keep online records.

Data Entry and Research.

Social Media Support.

Assist in Project Management.

ADMINISTRATIVE ASSISTANT

TOPTRAIL CONSULTING LIMITED

05/2020 – 04/2022

NAIROBI, KENYA

Answer and direct phone calls.

Organize and Schedule appointment's.

Plan meetings and take minutes.

Responding to emails.

Assist in preparation for regularly scheduled reports.

Act as a point of contact for internal and external clients.

Follow up on minor customer issues.

Book travel and accommodation arrangements.

Submit and reconcile expenses report.

Provide general support to visitors.

Maintain contact list.

Order office supplies and research new deals and suppliers.

CUSTOMER SERVICE(CASHIER)

KIOKO DISRIBUTORS

06/2016 – 02/2020

MALINDI, KENYA

Greet customers when entering or leaving the store with a friendly and professional attitude.

Maintain a clean inventory, ensuring an efficient layout for customers access and satisfaction.

Scan goods and ensure pricing is accurate.

Manage POS system transactions including cash, credit, returns and refunds to guarantee consistent and accurate cashflow.

Track transactions on balance sheets and report any discrepancies.

Resolve customer complaints, guide them and provide relevant information.

SKILLS

Creative Thinker

I am able to conceptualize innovative solutions for complex problems.

Time Management Skills

Able to prioritize tasks, effectively ,ensuring efficient allocation of time and resources to maximize productivity.

Communication skills

An effective and written and verbal communicator, with the ability to convey information clearly and concisely.

Customer Service

Provide exceptional customer service by answering queries ,informing customers on sales and promotion.

Adaptable

Quick to embrace challenge and changes in priority ,providing significant results and high levels of accuracy.

Problem Solving

An experienced problem solving professional ,who utilizes critical thinking and systematic approach to resolve complex problems.

Software Skills and Computer skills.

Point Of Sale (POS) MS proficiency (Excel, PowerPoint, Word, Docs and Sheet)Slack, Zoom, Google ,LastPass, Dashlane Skype,Dropbox,Planoly,Whatsapp,Expressvpn,Toggl,Asana,Trello ,Orbitz app and Canva,

Leadership

I am skilled in decision making ,conflict resolution and strategic planning ,enabling successful project execution and team efficiency.

Compassionate

As a compassionate professional driven to create a supportive and inclusive environment for team members and clients

EDUCATION

DEGREE OF BUSINESS MANAGEMENT (BANKING AND FINANCE)

Mount Kenya University

01/2019 – 07/2022

NAIROBI, Kenya

DIPLOMA IN BUSINESS MANAGEMENT

Mount Kenya University

09/2016 – 12/2018

MALINDI, Kenya

KENYA CERTIFICATE OF SECONDARY EDUCATION

Lema Girls High School

02/2012 – 11/2015

Machakos, Kenya

LANGUAGES

ENGLISH



SWAHILI



COURSES

VIRTUAL ASSISTANT PROGRAM

ALX Africa

07/2022 – 09/2022

NAIROBI, Kenya

COMPUTER PACKAGES

Jusnet Business Institute

06/2016 – 08/2016

MALINDI, Kenya

REFERENCES

FAITH NJIPISHIP, Virtual Assistant, FAY VA SERVICES

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ERIC AMAINGU, Manager, TOPTRAIL CONSULTING LIMITED

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