JAMES NDUNGU

Virtual Assistant | Administrative Support | Executive Assistance

Reliable remote support for organized, accurate, and efficient business operations.

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01 — PROFESSIONAL PROFILE

I support business owners, founders, and remote teams with the administrative and operational tasks that keep day-to-day work organized and moving forward. My focus areas include administrative coordination, task and follow-up tracking, documentation, data entry, spreadsheet management, online research, CRM record maintenance, and lead tracking. I use tools such as Google Workspace, Microsoft Office, HubSpot, GoHighLevel, and Notion to organize information, maintain accurate records, monitor activities, and support timely follow-through. I take a detail-oriented approach to my work by checking information for accuracy, keeping records structured, documenting progress, and flagging missing or inconsistent details that require attention. I value clear communication, confidentiality, accountability, and following established procedures. I aim to help teams stay organized, keep important tasks visible, and maintain reliable administrative processes.

02 — WHAT I CAN HELP WITH

Administrative & Executive Support

- Organizing documents, records, and shared files
- Preparing weekly reports and maintaining activity trackers
- Updating task lists and monitoring outstanding actions
- Supporting scheduling, coordination, and follow-up
- Formatting documents and organizing business information

CRM & Lead Management

- Updating and organizing CRM records
- Maintaining lead trackers and contact information
- Reviewing records for missing, duplicate, or inconsistent information
- Tracking lead status and follow-up activities
- Supporting organized customer and prospect records

Data Entry & Data Quality

- Entering information into structured spreadsheets
- Reviewing records for accuracy and completeness

- Identifying duplicates, missing fields, and inconsistencies
- Standardizing formats and organizing datasets
- Maintaining clear, usable records

Online Research & Business Research

- Researching companies and business information
- Collecting information from publicly available sources
- Recording findings in structured spreadsheets
- Organizing source links for verification
- Checking records for relevance and completeness

Remote Operations Support

- Maintaining digital trackers and documentation
- Organizing recurring administrative processes
- Supporting task coordination and status reporting
- Using AI-assisted tools where appropriate to support productivity, with human review of important outputs

03 — SELECTED WORK SAMPLES

The following examples demonstrate the types of administrative and data-support tasks I can organize and deliver. Review each linked document or spreadsheet to see the actual work.

Sample 1 — Administrative Weekly Report

Focus: Reporting, progress visibility, and written communication.

A reporting example intended to show how administrative activity can be summarized in a clear, structured format for review.

Skills demonstrated: Report organization, written communication, documentation, and progress reporting.

Open Administrative Weekly Report

Sample 2 — Administrative Weekly Tracker

Focus: Task organization and recurring administrative activities.

A spreadsheet example for presenting administrative work in a structured tracker, helping make activities and progress easier to review.

Skills demonstrated: Spreadsheet organization, task tracking, recordkeeping, and status monitoring.

Open Administrative Weekly Tracker

Sample 3 — Lead CRM Tracker

Focus: Lead organization and follow-up visibility.

A CRM-related spreadsheet example intended to demonstrate structured lead records and a consistent approach to tracking prospect information.

Skills demonstrated: Lead tracking, CRM data organization, record maintenance, and follow-up support.

Open Lead CRM Tracker

Sample 4 — Data Cleanup Spreadsheet

Focus: Data accuracy and consistency.

A data-management example intended to demonstrate how records can be reviewed and organized to make information more consistent and usable.

Skills demonstrated: Data entry, data validation, consistency checks, spreadsheet organization, and attention to detail.

Open Data Cleanup Spreadsheet

Sample 5 — Business Research Spreadsheet

Focus: Research and structured information collection.

A business-research example intended to demonstrate the organization of collected business information in a spreadsheet for easier review.

Skills demonstrated: Online research, information organization, source tracking, and structured data collection.

Open Business Research Spreadsheet

Sample 6 — Social Media Management Practice Portfolio

Focus: Content planning, Canva-based visual content, community management, and reporting.

This self-directed demonstration project uses a practice brand, SwiftDesk Virtual Support, to show how a virtual assistant can organize a social media workflow. It includes a proposed 30-day content plan, content calendar, captions, calls to action, Canva asset guidance, community response examples, approval checklists, task tracking, and a weekly reporting framework.

Skills demonstrated:

- Social media content planning and calendar management
- Caption writing and audience engagement
- Canva asset organization and brand consistency
- Community management and customer response handling
- Content approval workflows and task tracking
- Performance reporting templates and KPI definitions
- Privacy awareness and escalation procedures

Project status: Self-directed practice project. The content has not been presented as a live campaign, and the illustrative targets and sample metrics are not actual results.

[View Social Media Management Practice Portfolio]

04 — TOOLS & TECHNOLOGY

Administrative productivity

- Google Docs, Google Sheets, Google Drive
- Microsoft Word, Excel, and PowerPoint
- Notion and task-management tools

CRM & workflow support

- HubSpot
- GoHighLevel
- Zapier and Make.com

Communication & coordination

- Email and calendar tools
- Zoom and Microsoft Teams
- Slack and Loom

AI-assisted productivity

- ChatGPT and other AI tools for drafting, organizing information, and supporting research, with appropriate human verification

My approach is to use the tools that best fit the client's existing workflow rather than introduce unnecessary complexity.

05 — HOW I APPROACH ASSIGNMENTS

1. Understand the objective. I clarify the required outcome, instructions, format, priorities, and deadline.

2. Organize the work. I break the assignment into manageable steps and use a tracker or checklist where useful.

3. Complete and verify. I follow the instructions, check for missing information and inconsistencies, and review the deliverable before submission.

4. Communicate progress. I provide concise updates, flag blockers early, and ask for clarification rather than make unsupported assumptions.

5. Deliver clearly. I submit the completed work in the agreed format, with organized files and notes where necessary.

06 — PROFESSIONAL STANDARDS

- **Accuracy:** Check records and deliverables before submission.
- **Reliability:** Respect agreed priorities, deadlines, and working procedures.

- **Confidentiality:** Handle business and customer information responsibly.
- **Communication:** Provide clear updates and raise issues promptly.
- **Initiative:** Look for practical ways to improve organization without changing a process without approval.
- **Transparency:** Distinguish verified facts from assumptions and report progress honestly.

07 — EDUCATION

Bachelor of Science in Computer Science St Francis Technical University · 2018–2021

My technical background supports structured thinking, digital tool use, data handling, and a methodical approach to problem-solving.

08 — LET'S WORK TOGETHER

I welcome opportunities to support founders, small businesses, agencies, and remote teams that need dependable help with administrative work, CRM organization, research, documentation, and data operations.

If you need someone who can follow instructions carefully, keep information organized, and communicate clearly, I would be glad to discuss your requirements.

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