

CHRISTINE MBUGUA

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SUMMARY

- Organized Virtual Assistant with over three years of experience in administrative support, data entry, and client coordination.
- Skilled in email management, calendar scheduling, document organization, and workflow optimization. Proficient in Microsoft Office Suite, Google Workspace, project management tools (Asana, Trello), and CRM systems.
- Adept at handling multiple tasks efficiently while ensuring high levels of accuracy and professionalism.

EDUCATION

Kenyatta University – Nairobi, Kenya
BA, Mathematics and Computer Science

September 2021 – December 2024

ALX - Africa
Certificate in Virtual Assistance

August 2023 – October 2023

WORK EXPERIENCE

Administrative Virtual Assistant

Dukatech Solutions – Nairobi, Kenya (May 2024 – August 2024)

- Carried out the CEO's calendar and scheduling, reducing scheduling conflicts by 50% through effective organization.
- Carried out email management and prioritized urgent emails, reducing response time by 40%.
- Prepared reports, presentations, and spreadsheets, enhancing value addition to internal data organization.
- Assisted project coordination, ensuring timely action item and deliverable completion.
- Organized and documented meeting minutes, capturing key decisions and follow-ups.
- Handled confidential business information with professionalism and discretion.
- Provided customer service, answering queries and solving client problems efficiently.

Virtual Assistant | Data Entry Specialist

Betvin Agrovet – Remote (January 2024 – May 2024)

- Performed data entry with 99% accuracy, ensuring neat and well-maintained company records.
- Handled customer communication and email exchange, increasing client interaction by 25%.
- Created and maintained spreadsheets in Google Sheets and Excel for data tracking.
- Created dynamic dashboards using Power BI and Tableau, visualizing key business metrics for actionable insights.
- Organized digital files and records, improving accessibility and workflow efficiency.
- Scheduled tasks and appointment prioritization, keeping clients ahead of schedule.
- Conducted market research and competitor analysis, providing valuable insights for business strategy.

- Assisted light bookkeeping functions, ensuring accurate invoicing and expense tracking.

Personal Assistant

Cake_my_dayy – Nakuru, Kenya (November 2021 – December 2023)

- Managed customer orders, consultations, and scheduling, ensuring timely delivery of services.
- Managed invoicing, receipts, and payments, reducing financial discrepancies by 30%.
- Provided email and customer support, resolving customers' queries and concerns.
- Assisted in social media content planning, which increased online engagement.
- Managed client information and preferences to enable a personalized customer experience.
- Organized event planning and management, enabling smooth execution of cake orders.
- Managed supplies stock, replenishing ingredients and materials.

VOLUNTEER ACTIVITIES

Administrative Assistant

Local Cyber Café – Nairobi, Kenya (January 2021 – January 2023)

- Assisted customers in the use of government documents (licenses, passports) with 99% accuracy.
- Managed appointment scheduling and organized customer service processes.
- Guided customers through the online application process, reducing processing errors.
- Offered general IT support, fixing minor technical issues.
- Maintained digital files and ensured compliance with regulations.
- Assisted with printing, scanning, and document preparation for various applications.

School Volunteer

Kenyatta University (September 2021 – Present)

- Assisted in the preparation and editing of presentations, with proper and professional formatting.
- Assisted in coordinating and scheduling student meetings and project discussions.
- Provided academic research assistance, contributing to collaborative student projects.
- Assisted in planning events for student workshops and activity events.
- Maintained record-keeping of project deadlines and tasks.
- Assisted in peer mentoring and tutoring for students who needed academic assistance.

SKILLS

Executive Calendar
Management

CRM Systems (HubSpot,
Zoho)

Email & Document
Management

Data Entry & Database
Management

Project & Task
Coordination

Report & Presentation
Preparation

Microsoft Office Suite
& Google Workspace

Asana, Trello, Slack, Zoom

INTERESTS

Problem-Solving	Travel Exploration	Entrepreneurship
Technology & Innovation		

TOOLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)	Google Workspace (Docs, Sheets, Slides, Gmail, Calendar, Drive)	Asana	Trello	Zoho CRM
Tableau	PowerBi	Slack	Zoom	Canva