

VICTORIA MUTINDA

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Summary

Dynamic Executive Administrative & Customer Support VA with a proven track record at Remote, excelling in workflow optimization and customer satisfaction. Mastering CRM platforms and delivering exceptional support, I enhance productivity and foster strong client relationships, driving engagement and operational efficiency. Adept at multitasking and problem-solving, I ensure seamless executive operations.

Skills

- Executive calendar and schedule orchestration
 - Advanced CRM and helpdesk mastery
 - Workflow automation and optimization
 - AI tool proficiency
 - Customer support excellence
 - Inbox and communication management
 - Lead generation and prospecting
 - Social media management
 - Problem-solving and proactive support
 - Multitasking and time management
 - Research and analysis
 - Communication and relationship management
 - Confidentiality and data integrity
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Experience

Executive Administrative & Customer Support VA, Remote

Nov 2024 - Current

- Orchestrate daily operations for busy executives, managing complex calendars, prioritizing inboxes, and coordinating international travel and meetings to ensure zero scheduling conflicts.
 - Deliver white-glove customer support across email, live chat, and phone, resolving 95% of inquiries on first contact, while maintaining a 5-star client satisfaction rating.
 - Master CRM platforms (Zendesk, HubSpot, Salesforce) to track leads, automate follow-ups, and generate weekly performance reports that drive faster sales cycles.
 - Design and schedule engaging social media content, resulting in a 40% increase in client audience engagement.
 - Streamlined workflows using Asana and Click Up, eliminating redundant tasks for clients to focus on high-value, strategic work.
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Property Manager, Hass Consultant LTD

May 2023 - Jun 2024

- Oversaw administrative operations, including property listings, documentation, and client inquiries.
 - Built and maintained strong relationships with clients, tenants, and stakeholders.
 - Led social media campaigns and digital marketing initiatives to increase property visibility.
 - Managed financial records, reports, and contracts while supporting executive planning and decision-making.
 - Implemented structured processes that enhanced efficiency and customer satisfaction.
 - Managed tenant relations and addressed inquiries in a timely manner.
 - Prepared lease agreements and facilitated tenant onboarding processes.
 - Maintained accurate financial records and tracked rental payments diligently.
 - Maintained accurate records of financial transactions including rent collections, security deposits, and other income sources.
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Executive Operations Virtual Assistant, Remote

Sep 2021 - Sep 2022

- Optimized executive workflows by integrating tools like Click Up, Google Workspace, and Zapier automations, eliminating manual tasks, and boosting overall productivity by 30–40%.
 - Conducted in-depth research and competitive analysis to prepare executive briefings, presentations, and strategic recommendations for business development opportunities.
 - Managed inbox zero strategies and email triage for busy leaders, prioritizing critical items, and drafting responses to maintain professional standards.
 - Supported event and webinar coordination, handling registrations, follow-ups, and post-event reporting to enhance client and partner engagement.
 - Facilitated virtual meetings to align team objectives and promote clear communication.
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Education and Training

- **Bachelor's, Agribusiness Management**

The Cooperative University of Kenya

Karen, Jan 2022

- **Certified Virtual Assistant**

ALX Africa

Jan 2022

Websites, Portfolios, Profiles

www.linkedin.com/in/victoria-mutinda-ab7027295

<https://sites.google.com/view/victoriamutinda/home>

Languages

- English, Proficient (C2)
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Certifications & Licenses

- Certified Virtual Assistant- ALX Africa
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References

Available upon Request