

# Sylvia Achieng

Nairobi, Kenya (Remote) | Available Full-Time

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## Professional Summary

Detail-oriented and highly organized Virtual Assistant with 3+ years of experience supporting remote entrepreneurs, agencies, and e-commerce brands. Adept at managing emails, scheduling, customer service, and administrative support using tools like Google Workspace, Slack, Notion, and Trello. Proven ability to handle multiple tasks efficiently while maintaining attention to detail and delivering high-quality work. Committed to ensuring seamless daily operations for busy professionals and teams.

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## Core Skill

- **Administrative Support:** Calendar management, email handling, travel booking, task prioritization, file organization, spreadsheet creation, presentation design, internal reporting
  - **Customer Support & CRM:** Responding to inquiries, issue resolution, CRM updating (HubSpot, Zoho, Mailchimp)
  - **Project Management:** Task and deadline management using Trello, ClickUp, Notion, Asana, Team collaboration via Slack, Zoom, and shared digital workspaces
  - **Social Media & Content Support:** Canva design, presentations, proposals, Content scheduling using Buffer and Meta Business Suite, Caption writing, brand consistency, engagement tracking
  - **Data Entry & Research:** Online research, data scraping, lead generation, Data entry, cleanup, and report creation using Google Sheets, Excel, Visual dashboards and summaries for weekly/monthly reports
  - **Accounting & Operations Tools:** QuickBooks (invoicing, expense tracking, financial summaries), File sharing and cloud storage (Google Drive, Dropbox)
  - **Tech & Productivity Stack:** Google Workspace, Microsoft 365, Notion, Loom, Calendly, Zoom, Slack, Trello, Canva
  - **Soft Skills:** Time management, confidentiality, problem-solving, adaptability, Remote collaboration, self-starter mindset, clear communication
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## Professional Experience

### Virtual Assistant — CreativeTech Agency (Remote)

*March 2022 – Present*

- Managed schedules, meetings, and emails for agency clients, saving over 10 hours weekly
- Created branded social media content using Canva and scheduled posts across platforms
- Coordinated with designers and developers using Trello and Slack to meet project deadlines
- Organized digital files and improved workflow documentation using Notion and Google Drive
- Handled client onboarding, task delegation, and reporting for 3+ ongoing projects

### Freelance Virtual Assistant — Various Clients (Remote)

*Jan 2021 – Feb 2022*

- Provided virtual support for online businesses, including email support, invoice preparation, and CRM updates
  - Performed accurate data entry and web research for product catalogs and lead generation
  - Set up automation tools for scheduling calls, sending reminders, and managing appointments
  - Created SOPs (Standard Operating Procedures) and tutorials using Loom videos
  - Maintained confidentiality while handling sensitive documents and client correspondence
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## Education & Certifications

### Bachelor of Science in Supply Chain Management

Jomo Kenyatta University of Agriculture and Technology – 2020

### Online Certifications

- Virtual Assistant Training – Udemy
  - Google Workspace Productivity – Coursera
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## Languages

- **English:** Fluent