

ANGELICA VAATI

EXECUTIVE ASSISTANT

Nairobi, Kenya

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PROFESSIONAL SUMMARY

Proactive and detail-oriented Executive Assistant with a strong background in customer experience, operations management, and administrative support. Proven ability to streamline office functions, coordinate cross-departmental communication, and support executives in fast-paced, customer-facing environments. Keen at managing client relationships, maintaining data integrity, and enhancing operational efficiency. Combines entrepreneurial thinking with exceptional interpersonal skills to support business goals and deliver top-tier service.

CORE SKILLS

- Executive & Administrative Support
- Customer Experience Management
- Call Centre & Front Desk Operations
- CRM¹ Systems & Data Management
- Cross-Functional Coordination
- Sales & Marketing Support
- Time Management & Organization
- Communication & Interpersonal Skills
- Operations & Workflow Optimization
- Exhibition Planning & Logistics

PROFESSIONAL EXPERIENCE

Call Centre Agent – Customer Service | CCI Global – Nairobi, Kenya
May 2025 – June 2025

- Handled customer inquiries via phone, email, and digital platforms.
- Resolved service-related issues with speed and professionalism.

¹ Customer Relationship Management

- Maintained client satisfaction metrics and supported service delivery KPIs².

Sales and Marketing Intern | Cellz-R-Us (Safaricom Partner) – Kenya

Oct 2023 – Dec 2023

- Researched and engaged new client leads through direct outreach.
- Advised clients on Safaricom packages and managed follow-ups.
- Assisted with sales promotions and market activation events.

Executive Assistant | Wasomi Cloud – Kenya

Jan 2023 – Sep 2023

- Provided comprehensive administrative support to the executive team.
- Scheduled meetings, managed calendars, and maintained confidential files.
- Verified data accuracy and resolved discrepancies in internal databases.

Customer Service Executive | Jomo Cologne and Cosmetic – Kiambu, Kenya

Jun 2022 – Oct 2022

- Guided clients through product selections and purchases.
- Collected customer feedback and recommended service improvements.
- Facilitated onboarding of new customers to brand offerings.

Import Procurement Attachée | Orbit Chemicals Industry Limited – Kenya

Jun 2021 – Aug 2021

- Coordinated import documentation and vendor communication.
- Tracked deliveries, checked for compliance, and updated inventory records.
- Supported the procurement team in maintaining standard operating procedures.

CAREER DEVELOPMENT & TRANSITION

Sep 2023 – May 2025

- Completed online courses in customer experience, CRM³ tools, and administrative support
- Supported part-time administrative and executive tasks for small local businesses

² Key Performance Indicators

³ Customer Relationship Management

- Volunteered in event logistics and business forums
- Focused on career alignment and skill development for corporate roles in customer and operations management

EDUCATION

- **Bachelor of Science in Entrepreneurship**
Jomo Kenyatta University of Agriculture and Technology (JKUAT)
Sept 2018 – June 2023 | Kenya

LANGUAGES

- English
- Kiswahili