

Asha Wanjiru Waceke

00100 Nairobi | +254727052351 | wanjiruasha96@gmail.com

PROFESSIONAL SUMMARY

An experienced professional in executive assistance, customer service, research, and data entry, with an Executive Assistant Professional Certification (EAPC). Proven ability to manage complex schedules, deliver exceptional customer support and conduct detailed research. Thrives in remote, fast-paced environments, demonstrating strong organizational skills, adaptability, and a commitment to efficiency and professional growth.

WORK EXPERIENCE

Digital Divide Data, (Hybrid)

Nairobi

Associate and Virtual Assistant

Feb 2022 - Apr 2024

- Designed and delivered presentations on research findings at national and international conferences.
- Addressed and resolved issues impacting research objectives and deadlines.
- Collaborated in planning and executing research projects with faculty and research assistants.
- Developed internal networks and built relationships for future research collaborations.
- Built internal contacts and participated in internal network for the exchange of information and to form relationships for future collaboration
- Monitored research activities to complete projects within stipulated timeframes and budget constraints.
- Drew up research objectives and proposals for own or joint research.
- Used analytical tools and technologies to streamline data management, reducing the complexity of large sets of data.
- Customer Interaction: Managed a high volume of incoming and outgoing customer calls, providing prompt and effective responses to inquiries and issues. Maintained a 95% customer satisfaction rating by consistently delivering exceptional service.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Performed administrative tasks, document management, and report development for inter-departmental use.
- Answered phones and performed clerical office functions to address queries, concerns, and issues, escalating complaints to management.
- Updated client correspondence files and noted additions in the file index.
- Handled client correspondence and internal communications in a professional manner
- Played a key role in training new team members on customer service best practices and the use of CRM systems, contributing to a 15% improvement in team efficiency.
- Demonstrated exceptional data entry skills, inputting and processing high-volume data within shared drives.

Salix Data

(Remote)

Call Center Agent

May 2020 - Nov 2021

- Efficiently handled and resolved customer issues related to product sales and service.
- Accurately recorded customer interactions and details in CRM systems.
- Enhanced customer satisfaction by providing friendly, helpful, and informative service.
- Adhered to call handling procedures, maintaining call times within target limits.
- Maintained in-depth product knowledge to offer expert advice and support.
- Addressed complex customer complaints with professionalism, achieving a 90% resolution rate on first contact.
- Prepared and submitted detailed performance and customer query reports to aid management in identifying improvements.
- Followed up on customer inquiries with additional information or instructions as needed.
- Collaborated with call center teams to enhance overall customer service quality.
- Guided customers through troubleshooting and product usage, documenting trends and alerting management.
- Implemented a follow-up system that improved customer retention by 10%.
- Managed outbound calls for sales and marketing campaigns and updated customer account information.

Njema Supermarket, (Onsite)**Nairobi***Cashier**Dec 2019 - Feb 2020*

- Trained new team members on cash register operations, stock procedures, and customer service.
- Collaborated with front-of-house staff to ensure positive customer experiences.
- Kept checkout areas clean, organized, and efficient.
- Enhanced customer satisfaction by assisting with selections, locating items, and promoting rewards programs.
- Packed items carefully to prevent damage and provided knowledgeable product advice.
- Assessed customer needs through clear communication, anticipating and addressing queries effectively.
- Managed high-volume transactions using POS systems efficiently.
- Worked overtime to maintain workflow during peak periods.
- Maintained high productivity with accurate processing of cash, credit, and debit payments.

Kenya National Bureau of Statistics, (Hybrid)**Nairobi***Enumerator**Jun 2019 - Nov 2019*

- Recorded daily outcomes and coordinated follow-ups for non-responsive households using field logs.
- Collected vital data and administered questionnaires to research study participants.
- Conducted various surveys and data collection activities, including classification and directional surveys.
- Adapted to service needs and worked unsocial hours at short notice to meet project demands.
- Managed project budgets, ensuring staff hours remained within allocated resources.
- Designed and maintained databases, data collection forms, and related programs for effective collection, analysis, and reporting.
- Analyzed large data sets to identify trends, abnormalities, and practical solutions to problems.
- Supervised data checks to ensure completeness and accuracy of collected information.

SKILLS & INTERESTS

Skills: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Data Entry, Research Presentations, Policy Research, Outstanding Communicator, Effective Communication Skills, Business Process Management, Findings Analysis, Stakeholder Engagement, Variances Reporting, Client Liaison, Preparing Reports, Contract Compliance, Written and Verbal Communication, Social Sciences Understanding, Real-Time Translation, Proofreading, Google Translate, Copywriting, Editing Skills, Computer Literate, Teamwork and Collaboration, Customer Service, Oral Communication, Product Knowledge, Customer Interaction, Call Centre experience

EDUCATION**Institute of Management, Technology and Finance****Lisboa, Portugal***Executive Assistant Professional Certification (EAPC)**Graduation Date: Dec 2023**Contact Center Manager Professional Certification**Graduation Date: Jun 2024***Zetech University****Nairobi, Kenya***Degree in Information Technology**Graduation Date: Apr 2023***Cisco (online)****California, USA***Certificate in Cyber Security and Networking (CCNA)**Graduation Date: Jul 2023***Dandora High School****Nairobi, Kenya***Kenya Certificate of Secondary Education (K.C.S.E.)**Graduation Date: Nov 2018***Ronald Ngala Primary School****Nairobi, Kenya***Kenya Certificate of Primary Education (K.C.P.E.)**Graduation Date: Oct 2014***ACCOMPLISHMENTS**

- Customer Satisfaction Improvement: Led initiatives that improved customer satisfaction

scores by 15% through targeted training and process improvements

- Recognition for Excellence: Received multiple commendations from management for exceptional performance and contribution to team success.
- Presented research findings at national and international conferences, showcasing expertise and contributing to the academic community at Digital Divide Data.
- Improved customer satisfaction scores by effectively resolving customer issues and providing informative service at Salix as a Call Center Agent.

REFERENCES

References are available upon request.