

# Heaven Youn J

heavenjaiyun@gmail.com | 251906143021 | Gerji, Addis Ababa | linkedin.com/in/heaven-youn | 1998-01-29

## Profile Summary

---

A dynamic professional with a rich background in administrative support, customer service, and operations management. With a BA in Accounting and Finance from Rift Valley University, I've honed my skills in managing multiple agendas, schedules, and recruitment processes. My roles have spanned from Executive Assistant at Fidel Education Consult to Operations Manager at Ethio College Prep, where I collaborated closely with executives, led internal projects, and optimized workflows. Fluent in four languages and proficient in various office tools, I thrive in fast-paced environments, delivering results with a proactive approach and a growth mindset.

## Work Experience

---

### **Executive Assistant at Kifiya Financial Technology plc (2025-01-01 - )**

Location: Bole, Cactus building 9th floor

Responsibilities: Administrative Support:

Calendar Management: Managing schedules, coordinating meetings, appointments, and events.

Communication Management: Acting as the first point of contact, screening calls and emails, prioritizing and responding on behalf of the executive, and drafting professional correspondence.

Document Preparation: Creating and organizing documents, reports, presentations, and other materials. Using Microsoft Office Suite.

Travel Management: Arranging complex domestic and international travel, including flights, accommodations, transportation, and preparing detailed itineraries.

Expense Management: Tracking and managing the executive's expenses, preparing expense reports, and ensuring adherence to company policies.

## Education

---

No education information provided.

## Skills & Tools

---

Technical Skills:

Proficiency in Word, Excel, PowerPoint, and Outlook

Skilled in Gmail, Docs, Sheets, Slides

Experienced in project management tools like Asana, Trello

Familiar with Illustrator

Familiar with communication tools like Slack

Soft Skills:

Managing tasks, maintaining action item lists, and arranging meetings demonstrate strong organizational abilities.

Taking meeting minutes, serving as a point of contact, and preparing reports require effective communication.

Demonstrated ability to identify and resolve issues proactively

Balancing multiple tasks and deadlines requires good time management skills.

Can quickly adjust to changing priorities and work environments

Maintain strict confidentiality of sensitive information

## Languages

---

Engliah, Amharic, Arabic, Tigrigna

## Awards & Certificates

---

AI Career Essentials from ALX Ethiopia ()