

Fikir Bisrat

Virtual Assistant | Administrative & Operational Support Specialist



Fikirbisrat62@gmail.com



+251954898966



Addis Ababa, Ethiopia

SKILLS

Time Management
Prioritization
Attention to Detail
Problem-Solving
Resourcefulness
Adaptability & Flexibility
Anticipating Needs
Resilience
Discretion & Confidentiality
Project Coordination
Professional grooming
and presentation
Empathy
communication
collaboration
creativity
negotiation
critical thinking
data entry
adaptability
active listing

EDUCATION

B.Sc., Computer Science

Hilcoe School of CS & Tech

High School Diploma

BKHS

SUMMARY

A highly motivated and fluent English-speaking professional with a strong aptitude for technology and a proven track record of success. Eager to commit long-term to a full-time Virtual Assistant role within a fast-paced U.S. startup environment. Possesses exceptional problem-solving skills, intellectual curiosity, and a resourceful approach to administrative, communication, and research tasks. Ready to leverage a strong work ethic and professional demeanor to support and scale a high-growth client company.

PROFESSIONAL EXPERIENCE

Finance Manager

CDI |Tech| Education

January 2025 to Present

In my role as Finance Manager at CDI Tech, I served as a key liaison between the finance department, external auditors, and corporate clients. I regularly drafted comprehensive financial communications and presented complex information clearly. This experience equipped me with the professional fluency and client-interfacing skills essential for effective business communication and support in a virtual capacity.

- Drafted and managed comprehensive financial reports and executive summaries for senior leadership and external stakeholders, ensuring clarity and precision in all business communications.
- Scheduled and planned quarterly budget reviews, annual audits, and cross-departmental financial meetings, coordinating calendars across multiple time zones to ensure key stakeholder attendance.
- Conducted in-depth online research and data collection using advanced spreadsheet functions (Excel/Sheets) to analyze market trends, track financial performance, and support strategic decision-making.
- Interfaced directly with clients, customers, and external auditors, acting as the primary point of contact for financial inquiries and building strong professional relationships

Sales & Marketing Associate | MNS Properties Expo Center

Jul 2024 – Aug 2024

In my role as a Sales & Marketing Associate at MNS Properties, I was instrumental in executing strategic marketing initiatives and building lasting client relationships. This fast-paced position required exceptional communication skills, meticulous follow-up management, and the ability to collaborate effectively with international teams to navigate market challenges. This experience sharpened my adaptability, resilience, and client-facing professionalism—key assets for providing comprehensive administrative and support services in a dynamic virtual environment.

- Strategy & Execution
- Client Relations & Communication
- Cross-Functional Collaboration
- Adaptability & Problem-Solving
- Administrative Management

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CERTIFICATION

Google Workspace
Certification

Microsoft Office Specialist
(MOS) – Excel

HubSpot CRM Certification

Professional Administrative
Certification of Excellence
(PACE)

Google Project
Management Professional
Certificate

HubSpot Content
Marketing Certification

Meta Blueprint Certification

Volunteer Tutor | Database Management

Sept 2024 – Dec 2024

Volunteering as a Database Management Tutor for senior citizens allowed me to demystify complex technical concepts through patient, clear, and empathetic instruction. This role honed my ability to adapt my communication style to different learning paces, troubleshoot problems with minimal guidance, and foster a supportive and positive learning environment. It reinforced my passion for helping others leverage technology to achieve their goals, a skill directly transferable to client support and training.

- **Patience & Empathy:** Directly relates to "anticipating team members' needs" and "professionalism."
- **Technical Proficiency:** Proves you are "skilled in the use of apps and technology."
- **Training & Communication:** Shows you can "interface with clients" and explain things clearly, a key part of "business communications."
- **Problem-Solving:** Highlights your ability to "solve complex problems with minimal guidance."
- **Initiative:** Volunteering shows intellectual curiosity and a willingness to work hard, which are qualities Persona explicitly lists.