

# KELVIN JENERI

## Virtual Assistant & Administrative Specialist

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## EDUCATION

### Diploma in Business Administration

Nairobi Institute of Business Studies (NIBS), 2019

## TECHNICAL SKILLS

- Administrative Support: Email & calendar management, appointment coordination, document formatting, data entry, travel planning
- Client Service & Communication: Professional correspondence, inquiry handling, social media coordination, virtual meeting support
- Tools & Systems: Google Workspace, Microsoft Office Suite, Trello, Asana, Zoom, Google Meet, Canva

## SUMMARY

Organized and proactive Administrative Specialist with proven experience supporting entrepreneurs and professional teams in fast-moving environments. Skilled in email and calendar coordination, client communication, document organization, and task tracking. Known for enhancing productivity and ensuring smooth day-to-day operations by managing administrative details with discretion and accuracy. Tech-savvy, adaptable, and committed to delivering timely and high-quality results

## WORK EXPERIENCE

### Freelance Virtual Assistant — Remote

2023 – Present

- Provide dedicated administrative support to entrepreneurs and remote teams, improving response times and reducing scheduling conflicts.
- Maintain well-structured digital filing systems to streamline information access and support collaborative workflows.
- Assist with social media coordination, including content scheduling and audience engagement.
- Conduct focused research to support planning, client outreach, and business development.

### Administrative Assistant — R&W Legal Solutions, Nairobi

2020 – 2023

## CERTIFICATIONS

- Virtual Assistant Foundations — Online Course, AIX
- Fundamentals of Digital Marketing — Google Digital Skills

## LANGUAGES

- English (Fluent),
- Swahili (Fluent)

- Improved operational efficiency by redesigning filing systems, reducing document retrieval time by 30%.
- Served as the first point of contact, professionally managing 30+ daily inquiries via phone and email.
- Prepared, edited, and finalized legal documents, reports, and presentations with high attention to detail.
- Coordinated meeting schedules, travel arrangements, and client communications for a team of five attorneys.