

LING MUKIRI

lingmukiri13@gmail.com

SUMMARY

Detail-oriented and dynamic professional with extensive experience in customer service, virtual assistance, AI training, and beginner-level frontend web development. Proven expertise in data management, transcription, and graphic design, complemented by strong organizational and time-management skills. Committed to delivering high-quality results and innovative solutions while maintaining excellent communication and collaboration with clients and teams.

SKILLS

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|--|---|
| - Customer Service Excellence | - Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) |
| - Virtual Assistance | - Advanced Excel Functions (VLOOKUP, PivotTables) |
| - AI Training and Prompt Engineering | - Google Workspace (Docs, Sheets, Slides) |
| - Beginner Frontend Web Development (HTML, CSS, JavaScript Basics) | - Effective Communication Skills |
| - Data Analysis and Management | - Strong Organizational and Time Management Skills |
| - Logo and Graphic Design | - Beginner Database management |

EXPERIENCE

- | | |
|-------------------|--|
| 05/2024 - Current | <p>Customer Service Representative
Jumia</p> <ul style="list-style-type: none">• Updated system with order specifics and customer details, preferences, and billing information.• Updated databases with new and modified customer data.• Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.• Provided exceptional customer service to ensure customer satisfaction.• Utilized job-related software to prepare change of address records and issue service discontinuance orders.• Answered customer inquiries and provided accurate information regarding products and services. |
| 01/2022 - 01/2025 | <p>Virtual Assistant
Ajira digital</p> <ul style="list-style-type: none">• Processed expense reports, verifying transactions and ensuring compliance with budget.• Transcribed audio recordings, converting spoken words into written documents.• Monitored and updated website content, ensuring accuracy and current information.• Maintained inventory of office supplies and placed orders when necessary.• Created invoices and tracked payments received from customers. |

- Coordinated travel arrangements, including flights, accommodations, and itineraries.
- Set up workshops, conferences and meetings by scheduling and reserving rooms and preparing supplies.
- Answered telephones and emails, replying to customer and vendor inquiries and issues quickly and effectively.
- Provided administrative support to ensure efficient operation of the office.

03/2023 - 08/2024

Data Entry Clerk

Ajira digital

- Compiled reports based on gathered information.
- Transferred data from hard copies to digital databases, organizing information in new formats.
- Updated existing records with new or revised information as needed.
- Secured essential information and data by running database backups.
- Reviewed and updated account information in company computer system.
- Proofread and edited documents to correct errors.
- Scanned and stored files and records electronically to reduce paper files and secure data.
- Maintained detailed logs of finished and in-progress data entry projects to identify areas of improvement and increase productivity.

03/2022 - 03/2024

Data Analyst

Muringene primary school

- Created data visualizations and reports for management, showcasing findings and recommendations.
- Leveraged SQL queries to extract, transform and load data into databases.
- Provided data-driven solutions to support decision making.
- Generated reports and obtained data to develop analytics on key performance and operational metrics.
- Maintained documentation of all the processes related to Data Analysis.
- Maintained or updated business intelligence tools, databases or dashboards.
- Supported initiatives for data integrity and normalization.
- Created and designed business intelligence databases, spreadsheets or outputs.
- Prepared detailed reports by collecting, analyzing, and summarizing information and trends.

EDUCATION AND TRAINING

Bachelor of Science: Computer Science
Karatina University

LANGUAGES

English: First Language
Swahili: C2
Proficient (C2)

CERTIFICATIONS

- Data entry specialist