

## PROFESSIONAL SUMMARY

Dedicated virtual assistant with a knack for research and healthcare. With a background in nursing education, I'm skilled in collecting and analyzing data, from numbers to stories, to help improve health outcomes. I've got experience in talking to people, understanding their experiences, and using that knowledge to inform research. I'm great at using digital tools to stay organized and efficient. Plus, I've helped write and secure funding for important research projects. I'm passionate about making a difference in healthcare and excited to bring my skills to a new role.

## STRENGTHS AND EXPERTISE

- **Research Skills:** Expert in undertaking research including identifying excellent data collection techniques, and collection of data using research methodologies and internet sources.
- **Monitoring and Evaluation:** Proficient in scrutinizing processes, carrying out data collection and analysis on the same and participating in quality assurance and checking for the feasibility of projects and processes.
- **Data Analysis:** Efficient in the analyzing of data in data verification, data clean up and ensuring the accuracy of all the data gathered.
- **Quantitative and Qualitative Analysis:** Proficient in collecting and analyzing both quantitative and qualitative data to evaluate research efficacy.
- **Electronic Health Systems Knowledge:** Strong understanding of electronic health record systems. I am also a quick learner and able to familiarize myself with and operate new systems quickly.
- **Project Management:** Strong organizational skills with a track record of meeting project milestones and deadlines through effective planning and resource management. Efficient use of Google
- **Technical Assistance and Capacity Building:** Experienced in providing technical support healthcare workers on data management processes and decision-making.
- **Collaboration and Coordination:** Proven ability to collaborate with various stakeholders to maximize program impact.
- **Report Writing and Documentation:** Competent in maintaining accurate records and producing comprehensive reports, ensuring data quality and reliability for informed decision-making.
- **Data Interpretation:** Skilled in analyzing complex datasets to draw meaningful conclusions that inform research outcomes.
- **Stakeholder Communication:** Effective in engaging with various stakeholders to ensure smooth operations.
- **Team Coordination:** Proven experience in leading teams to prepare grant applications and secure funding for research initiatives.
- **Communication and Interpersonal Skills:** Excellent verbal and written communication abilities, with a talent for building rapport with research participants and stakeholders to facilitate data collection and collaboration.

workspace tools to make collaboration  
between team members seamless.

## ROLES

07/2022 to Current

### Research Assistant

#### **BREATHE Trial** — Nakuru City, Kenya

- Collecting and analyzing quantitative and qualitative data for a research study comparing the efficacy of HFO vs SFO in reducing mortality and hospital stay
- Conducting key informant interviews to gather insights into their experiences with the study
- Contributing to data analysis and reporting by participating in weekly reports and meetings
- Engaging with research participants building rapport to facilitate the collection of high-quality data
- Spearheading a team to prepare grant applications to secure funding for future research initiatives
- Organizing and coordinating proposal writing activities via google workspace tools to achieve all research milestones before the set deadlines
- Analyzing and interpreting complex datasets, drawing meaningful conclusions to inform research

11/2021 to 06/2022

### Virtual Assistant,

#### **Better Health and Wellness Clinic** — Vision Dynamics

##### Patient Scheduling and Management:

- Utilize scheduling software (e.g., Calendly, Acuity Scheduling) to manage patient appointments.
- Send appointment reminders via email and SMS.
- Reschedule or cancel appointments as needed.
- Update patient records with appointment details.
- Patient Communication:
  - Respond to patient inquiries via email, phone, and messaging apps.
  - Provide information about services, pricing, and insurance.
  - Assist with pre-appointment paperwork and consent forms.
- Administrative Tasks:
  - Manage and maintain patient records in the electronic health record (EHR) system.
  - Prepare and send invoices and billing statements.
  - Process insurance claims and handle billing inquiries.
- Marketing and Social Media:
  - Assist with social media management (e.g., posting on Facebook and Instagram).
  - Create and schedule social media content.
  - Monitor social media engagement and respond to comments and messages.
- Telehealth Support:
  - Schedule and manage telehealth appointments.
  - Assist with troubleshooting technical issues during telehealth consultations.
- Data Entry and Reporting:
  - Input patient data into the EHR system.
  - Generate reports on patient demographics, appointment trends, and other relevant metrics.
- General Office Support:
  - Answer and direct phone calls.
  - Manage incoming and outgoing mail.

- Order office supplies and maintain inventory.

## EDUCATION

01/2019	<b>Bachelor of Science: Nursing (BScN)</b> <b>University of Nairobi</b>
01/2014	<b>Kenya Certificate of Secondary Education</b> <b>Maryhill Girls' High School</b>

## CERTIFICATIONS

Introduction to the Principles and Practice of Clinical Research (IPPCR), National Institutes of Health  
ALX Africa Virtual Assistant Program  
HIPAA Compliance

## VOLUNTEER EXPERIENCE

**Miss Eastlands Organization**, conducts community outreach programs geared towards improving health and economic stability of youth and young lactating mothers in Eastlands, Nairobi.

## REFERENCES

- Available Upon Request