

Faith Omusundi

Virtual Assistant | Customer Support Specialist

Profile

Dedicated and detail-oriented Virtual Assistant with experience in customer support, email/calendar management, and administrative tasks. Known for being highly organized, proactive, and professional in remote work environments.

Skills

- Email and Calendar Management
- Client and Customer Support
- Social Media Scheduling
- Microsoft Office & Google Suite
- Data Entry & Reporting
- Time Management & Organization

Work Experience

Virtual Assistant | Freelance | 2021 - Present

- Manage client calendars and inboxes
- Provide customer service via email/chat
- Organize tasks and create reports remotely

Customer Support Agent | Ozaid | 2019 - 2021

- Provided phone and email support to international customers
- Resolved customer issues promptly with professionalism
- Maintained CRM records and followed up on inquiries

Education

Diploma in Community Development and Social Work

Mount Kenya University, 2015 - 2017

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Diploma in French

Alliance Française, 2015

Languages

English (Fluent), Swahili (Fluent), French (Intermediate)

References

Available upon request