

FAITH OMUSUNDI

Thika, Kenya | +254716006404 | fomusundi@gmail.com

PROFESSIONAL SUMMARY

Highly organized and detail-oriented Virtual Assistant with experience in administrative support, customer relations, and remote collaboration. Adept at handling emails, scheduling, data entry, and client communication. Skilled in using CRM systems, office tools, and project management software to enhance efficiency. Fluent in English, French, and Swahili. Seeking a Virtual Assistant role to provide top-tier support and streamline operations.

SKILLS & COMPETENCIES

- Administrative & Executive Support
- Calendar & Email Management
- Data Entry & Organization
- Remote Communication & Collaboration
- Customer Service & Client Relations
- CRM & Project Management Tools (e.g., Trello, Asana, HubSpot)
- Multitasking & Problem-Solving
- Fluent in English, French, and Swahili

PROFESSIONAL EXPERIENCE

Jubilee Life Insurance - Administrative & Client Support (2025 - Present)

- Managed client appointments, email correspondence, and scheduling.
- Provided administrative support to the financial advisory team.
- Assisted clients in processing inquiries and navigating company services.

Ozaid Group Limited - Customer Relations & Administrative Assistant (2018 - 2020)

- Handled data entry, document management, and customer inquiries.
- Managed internal communications and assisted in scheduling meetings.
- Provided support for sales and client onboarding.

Self-Employed - Virtual Assistant & Freelancer (2021 - 2024)

- Provided remote administrative support, including email handling and scheduling.
- Managed online customer interactions and maintained records.
- Assisted with basic social media management and content organization.

EDUCATION

Mount Kenya University - Diploma in Community Development & Social Work (2015 - 2017)

Alliance Française - Diploma in French (2015)

REFERENCES

- Kevin Mugwe - CEO, Ozaid Group Limited | +254724854864

- Joshua Mugwira - Supervisor, Kenya Red Cross Society | +254740145558
- Dr. Alpha Sikoi - Unit Manager, Jubilee Life Insurance | +254715061787