

# 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

## Experience

Virtual Assistant | Freelance | 2021 - Present

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

Customer Support Agent | [Previous Company] | 2019 - 2021

- Provided phone and email support
- Resolved customer issues promptly
- Maintained CRM records and followed up on inquiries

## Education

Diploma in Community Development and Social Work

Mount Kenya University, 2015 - 2017

# Faith Omusundi

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Diploma in French

Alliance Française, 2015

## Languages

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

## References

Available upon request