

Faith Omusundi

Virtual Assistant | Customer Support Specialist

Profile

Dedicated and detail-oriented Virtual Assistant with a strong background in administrative support, customer service, and communication. Known for managing tasks efficiently and providing excellent service. Eager to support teams and clients with professionalism and a personal touch.

Skills

- Email and Calendar Management
- Customer Support (Phone, Chat, Email)
- Social Media Assistance
- Microsoft Office & Google Suite
- Problem Solving & Adaptability

Experience

Customer Service Representative | [Company Name] | Jan 2022 - Dec 2023

- Responded to customer inquiries via phone and email
- Resolved issues efficiently and professionally
- Maintained client records and support logs

Virtual Assistant | Freelance | Jan 2021 - Dec 2021

- Managed schedules, emails, and task lists
- Assisted with online research and document prep
- Provided reliable support to multiple clients

Education

Diploma in Business Management

[Institution Name], [Location] | Completed: 2020

Languages

Faith Omusundi

Virtual Assistant | Customer Support Specialist

English (Fluent), Swahili (Fluent)