Sharon Koech

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PROFESSIONAL SUMMARY

Proactive Virtual Assistant and IT Consultant with a solid foundation in customer service, project management, technical support, and proficiency in VA tools, including Asana, Google Workspace, Microsoft Office Suite, Slack, Zoom, Trello, Notion, and Calendly. Skilled in using these tools to manage tasks, communicate effectively, and streamline workflows for executive support. Experienced in delivering high-quality administrative, IT, and customer solutions to optimize operations. Currently upskilling in cybersecurity and generative AI to enhance value in emerging roles, while actively contributing to the ALX community. Known for exceptional multitasking and organizational abilities, with a strong commitment to accuracy and efficiency.

EDUCATION

Africa Nazarene University
Bachelor of Business and Information Technology (BBIT)   **Nairobi, Kenya**

Certifications

- [Email Marketing](#)
- [Digital Marketing](#)
- [Asana Foundations Skill Badge](#)
- [Workflow Specialist Certificate](#)
- [LinkedIn Course: "What is AI"](#)
- [Fundamentals of AI](#)
- [Google Foundations of Cybersecurity](#)
- [Responsible Generative AI](#)

WORK EXPERIENCE

Virtual Assistant/Executive Assistant   **Data Fleet, New York**
Key Responsibilities:

- **Executive-Level Support:** Supported executives with complex data entry, research, and multi-faceted task management, ensuring projects were completed with the highest accuracy and efficiency.
- **Workflow Optimization:** Created streamlined workflows and optimized administrative processes, reducing time spent on routine tasks and enhancing overall productivity.

- **Adaptability in Dynamic Environments:** Demonstrated agility and a solutions-oriented mindset in a fast-paced, dynamic virtual environment, handling shifting priorities with ease.
- **Proactive Issue Management:** Utilized excellent communication skills to anticipate executive needs and proactively addressed potential issues, contributing to seamless project execution and operational flow.
- **Client & Team Relations:** Built strong relationships with clients and team members, fostering a collaborative environment to ensure that deliverables consistently exceeded expectations.

IT Intern
Republic of Kenya, Ministry of Education   **Embakasi Sub-County**
(July 2023 - September 2023)

Key Responsibilities:
- Supported ICT helpdesk with network troubleshooting and user support.
- Installed and configured operating systems, antivirus software, and user programs.
- Managed Active Directory accounts on MS Windows Server.
- Conducted maintenance and repairs on ICT equipment.
- Performed email administration on the Gmail platform.

PROJECTS

SupplySync Inventory Management System
Developed a web application for real-time inventory management using PHP for backend support in handling authentication, reservations, and schedule retrieval.

SKILLS

- Proficient in HTML, CSS, PHP, and Google Suite; experienced with Wireshark and Microsoft Office.
- Familiar with Asana, Trello, Notion, Slack, Zoom, and Calendly.
- Basic knowledge of Generative AI tools.
- Strong multitasking and time management abilities.
- Excellent communication and customer service skills.
- Detail-oriented with a focus on accuracy and organizational strategies.
- Adaptable problem-solver with proactive issue management skills
- Email Segmentation and Contact Management
- Permissions and Deliverability Best Practices

- Personalization and Automation Techniques
- Email Design and Optimization

REFERENCES

- Republic of Kenya, Ministry of Education
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- Data Fleet
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