

SHEILA CHRISTINE

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Professional Summary

Detail-oriented and highly organized professional with a background in administrative support, communication, and IT coordination. Skilled in document handling, correspondence management, event coordination, and customer service. Demonstrated ability to manage multiple tasks under pressure while maintaining confidentiality and professionalism. Proficient in Google Workspace, Microsoft Suite, and modern office systems. Flexible, dependable, and committed to excellence in service delivery.

Key Skills

- Executive Support & Diary Management
 - Document Handling & Office Organization
 - Internal & External Communication
 - Office Administration
 - Event & Logistics Coordination
 - Visitor & Guest Handling
 - Time Management & Prioritization
 - Emotional Intelligence & Discretion
 - Minutes & Note-taking
 - Google Workspace & Microsoft Office Suite
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Education

Chuka University – Tharaka-Nithi, Kenya

BSc. Computer Science

Expected Graduation: April 2025

ISC2 Certificate in Cybersecurity

May 2024 – July 2024

Certified virtual assistant – ALX

July 2024 – August 2024

Professional Experience

ICT Support Staff

Kenya Airports Authority – Nairobi, Kenya | May 2024 – August 2024

- Assisted in coordinating digital display systems (FIDS), ensuring timely and organized dissemination of flight information.
- Communicated professionally with clients and internal departments, maintaining a high level of service delivery.
- Responded to customer inquiries and technical issues, ensuring minimal disruptions and professional resolution.
- Contributed to systems transition and documentation, upholding organized records and continuity during upgrades.

Virtual Assistant (Freelance)

August 2024

- Managed calendars, meetings, and events for clients, ensuring timely communication and scheduling.
- Handled email correspondence and digital organization, enhancing workflow and reducing clutter.

Christian Union Leader – Chuka University

2022 – 2024

- Led event planning and organized meetings and guest receptions.
 - Handled internal documentation, including minutes, reports, and logistics coordination.
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Volunteer Activities

- Assisted in planning, coordinating, and managing events and communications during Christian Union activities.
 - Provided frontline support to visitors and participants during campus events.
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Languages

- **English** – Fluent
 - **Kiswahili** – Fluent
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Interests

- Youth Empowerment & Mentorship
- Music & Arts
- Leadership Development