

# YUNIA ACHIENG NYOBUNGA

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## PROFESSIONAL SUMMARY

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Proactive and detail-oriented Virtual Assistant actively seeking a role that leverages extensive experience in administrative tasks, client support, and project management. Skilled in handling complex travel arrangements, calendar management, and ensuring smooth day-to-day operations for executives. Adept at utilizing productivity tools like Trello, Asana, and Microsoft Office to optimize workflow and improve efficiency. Strong communicator with a proven ability to maintain confidentiality and professionalism while delivering results in fast-paced, virtual environments.

## PROFESSIONAL SKILLS

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- **Administrative Support:** Proficient in using calendar management tools, email platforms, and document preparation software to efficiently handle meeting scheduling, travel planning, and executive support tasks.
- **Data Management:** Proficient in using spreadsheet management tools and documentation systems to maintain accurate records, track expenses, and manage large volumes of data.
- **Project Management:** Proficient in using project management platforms like Trello and Asana to plan, coordinate, and monitor projects, ensuring efficient task delegation and workflow optimization.
- **Productivity Tools:** Proficient in using MS Office (Word, Excel, PowerPoint), G Suite (Docs, Sheets, Slides), and communication tools such as Zoom, Slack, and Trello to enhance productivity and collaboration.
- **Technical Proficiency:** Proficient in using database management systems and digital file organization tools to streamline data handling, report generation, and document access.
- **Communication Tools:** Proficient in using email platforms (Outlook, Gmail), VoIP systems, and virtual meeting platforms (Zoom, Google Meet, Teams) to facilitate effective communication and team collaboration.
- **Communication:** Proficient in maintaining clear communication, professionalism, and confidentiality, ensuring smooth interactions with both clients and internal teams.
- **Organizational Skills:** Proficient in multitasking, attention to detail, and adaptability, ensuring timely and efficient task completion even in dynamic environments.

## PROFESSIONAL EXPERIENCE

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### Hebrew Learning for East Africa

#### Virtual Assistant

*April 2024 – August 2024*

- Coordinated and booked travel arrangements for a 5-city tour, managing 10-20 flights within 2 months.
- Enhanced executive schedules, improving productivity and client satisfaction through efficient appointment management.
- Utilized Trello and Asana for task management, increasing project efficiency by 10%.
- Prepared detailed Excel reports for cost tracking and organized Zoom meetings with clear agendas.
- Assisted in implementing a new virtual filing system, improving data retrieval and organization.

### Central Equatorial Internal Province of South Sudan

#### Virtual Assistant/Personal Assistant

*June 2022 – February 2024*

- Processed over 1,000 emails weekly, improving supervisor productivity by 10% through streamlined communication.
- Scheduled and coordinated over 200 appointments and 10+ Zoom meetings monthly, improving workflow and efficiency.
- Developed PowerPoint presentations for executive meetings, enhancing presentations with clear, concise visual aids.
- Maintained an extensive contact list, improving communication and access to critical contacts.
- Conducted research for high-level reports, enhancing decision-making with up-to-date data.

### Brad Consult

#### Administrative Assistant

*October 2019 – March 2022*

- Handled 30+ client inquiries daily, maintaining high levels of customer satisfaction and resolving issues promptly.
- Coordinated 40+ meetings and 10+ travel arrangements weekly, ensuring smooth operations for the team.
- Improved record-keeping accuracy by implementing new protocols that reduced errors by 10%.
- Organized and maintained office systems, including filing, database management, and document processing.
- Provided critical support to management by preparing materials for meetings and presentations.

**Good Shepherd Foundation/The Christian Times South Sudan**  
**Research Consultant**

*June 2018 – August 2019*

- Managed databases, ensuring 50% data integrity through accurate entry and validation processes.
- Organized research data for projects, improving client satisfaction by 5% through detailed, organized reports.
- Coordinated with multiple stakeholders to gather research data, enhancing project quality.
- Improved data collection methods, reducing errors and increasing the overall project efficiency.
- Collaborated with the project team to assess research findings and implement actionable strategies.

**Episcopal Church of South Sudan**  
**Personal Assistant**

*January 2013 – April 2018*

- Managed three executive calendars, scheduling 50+ appointments monthly across different time zones.
- Coordinated and managed logistics for 10+ events annually, including travel arrangements and accommodations.
- Developed and maintained detailed travel itineraries, ensuring smooth and timely travel for executives.
- Created and maintained a comprehensive database of contacts, improving communication efficiency.
- Assisted in handling sensitive and confidential information, maintaining professionalism and discretion at all times.

**Sudan Evangelical Mission**

**Administrative/Project Support Officer**

*January 2011 – November 2012*

- Supported multiple projects, ensuring timely execution and effective communication between teams.
- Coordinated logistics for meetings and events, improving project efficiency by 10% through streamlined processes.
- Facilitated communication between project teams and stakeholders, improving project workflow.
- Prepared reports for senior management, providing updates and insights on project progress.
- Organized and managed documentation for various projects, ensuring accuracy and accessibility.

**Mundri Relief and Development Association**

**Administrative Assistant/Receptionist**

*November 2005 – December 2009*

- Optimized calendar management for staff and maintained an organized filing system for smooth office operations.
- Handled 20+ incoming calls daily, providing efficient and professional customer service.
- Supported office operations by performing data entry, document management, and office organization tasks.
- Managed a filing system with 1,000+ documents, ensuring efficient retrieval and management of office records.
- Coordinated office meetings and prepared meeting agendas, enhancing productivity and team communication.

## **EDUCATION BACKGROUND**

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**AI Career Essentials**

**ALX**

*August 2024 – September 2024*

- Gained foundational knowledge in AI concepts and their applications in real-world scenarios.
- Applied AI-driven tools to enhance productivity and operational efficiency.
- Collaborated on AI-focused projects to strengthen problem-solving and technical skills.
- Developed practical skills in using AI to streamline administrative processes.
- Explored the potential of AI in improving virtual assistant tasks such as scheduling and communication.

**Virtual Assistant Certification**

**ALX**

*July 2024 – September 2024*

- Developed skills in administrative management, including time management, communication, and digital organization.
- Gained proficiency in productivity tools such as Trello, Asana, and Microsoft Office Suite.
- Applied project management techniques to enhance virtual team collaboration and task delegation.
- Enhanced understanding of virtual communication tools such as Zoom, Teams, and Slack.
- Strengthened skills in client management and maintaining professional virtual work environments.

## **Human Resources Management**

**CORAT Africa**

**October 2012 – November 2012**

- Acquired knowledge in human resources best practices, focusing on personnel management and organizational development.
- Developed skills in conflict resolution, employee engagement, and team building.
- Gained a deeper understanding of HR processes including recruitment and performance evaluation.
- Applied HR concepts to enhance team communication and streamline administrative processes.
- Strengthened organizational skills through managing complex HR systems and documentation.

## **Capacity Building Training for Development Workers on Gender in Development**

**Non-Violence Peace Force**

**January 2012 – February 2012**

- Gained insights into gender-sensitive approaches to development and inclusive policies.
- Applied gender equality principles to improve project outcomes and team engagement.
- Contributed to the empowerment of underrepresented communities through inclusive program designs.
- Enhanced knowledge of gender issues in development through research and real-world applications.
- Strengthened advocacy and communication skills in promoting gender equality.

## **Project Cycle Management**

**Uganda Institute of Management**

**June 2011 – July 2011**

- Learned project management principles and tools for effective project planning, implementation, and evaluation.
- Enhanced skills in managing project timelines, budgets, and team coordination.
- Developed expertise in monitoring and evaluation strategies to track project success.
- Applied project management tools to optimize workflows and enhance team productivity.
- Strengthened critical thinking and problem-solving skills for effective project oversight.

## **Diploma in Business Administration and Management**

**Institute of Accountants and Commerce**

**August 2003 – May 2005**

- Studied core business administration principles including finance, marketing, and organizational management.
- Gained hands-on experience in business operations, management techniques, and strategic decision-making.
- Developed proficiency in using business software tools for financial and operational planning.
- Enhanced understanding of business operations, leading to effective administrative processes.
- Strengthened decision-making abilities in fast-paced work environments through strategic coursework.

## **HOBBIES AND INTEREST**

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- **Travel:** Enthusiastic about exploring new cultures and learning about diverse ways of life.
- **Reading:** Passionate about reading, especially literature and business management books.
- **Technology:** Interested in the latest advancements in AI, cloud computing, and digital productivity tools.
- **Volunteering:** Actively involved in community development initiatives focused on education and women empowerment.
- **Fitness:** Enjoys staying active through outdoor activities such as hiking and fitness workouts.

## **ADDITIONAL INFORMATION**

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### **Social Media Management**

**Great Learning**

**September 2024**

- **Media Strategy:** I can develop and implement effective strategies to increase engagement and brand awareness on platforms like Facebook, Instagram, and LinkedIn.
- **Content Creation:** I am skilled in creating visually appealing and engaging content using tools like Canva and Adobe Spark to enhance online presence.
- **Analytics & Reporting:** I can monitor and analyze social media metrics to track campaign success and optimize future strategies for better results.