

Fridah Chepkwony

Customer Service | Virtual Assistant | Researcher | Organic Marketing
Helping Clients Streamline Operations and Boost Engagement
Nairobi, Kenya

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Professional Summary

Experienced Virtual Assistant and Customer Service Professional with a strong background in research, data entry, lead generation, and administrative support. Skilled in CRM systems, calendar management, and project coordination. Passionate about delivering high-quality work, improving workflow efficiency, and ensuring client satisfaction. Adept at problem-solving, multitasking, and meeting deadlines in fast-paced environments.

Key Skills

- Virtual Administrative Support
- Customer Relationship Management (CRM)
- Project Management
- Calendar & Email Management
- Lead Generation & Market Research
- Data Entry & Organization
- Communication & Client Relations
- Problem-Solving & Critical Thinking
- Scheduling & Meeting Management

Professional Experience

Freelance Customer Service/Virtual Assistant

January 2024 – Present

- Managing multiple client schedules and deadlines using tools like Google Calendar, Asana, and Trello.
- Conducting online research and prepared comprehensive reports.
- Assisting with email and calendar management, ensuring smooth workflow operations.
- Creative problem-solving for client needs.
- Proficient in CRM systems, scheduling platforms, and communication tools like Slack and Zoom.

Customer Service Representative / Sales

Milikispace Properties Limited | February 2023 – December 2023

- Responding to client's emails and inbound calls.
- Built and maintained strong client relationships to understand property needs.
- Advised clients on market conditions, property values, and pricing trends.
- Monitored and improved **Key Performance Indicators (KPIs)** such as response time, resolution rate, and customer satisfaction. Achieved a **95% customer satisfaction score** by optimizing support processes.
- Conducted lead generation and managed customer relationships effectively.

Loan Officer

Rapid Africa | September 2022 – January 2023

- Evaluating loan applications and assessing clients' creditworthiness.
- Explaining loan products, terms, and conditions to customers.
- Processing loan applications and ensuring all required documents are submitted.
- Conducting risk assessments and verifying financial information.
- Maintaining relationships with clients and providing financial advice.
- Following up on loan repayments and handling delinquent accounts.
- Ensuring compliance with banking regulations and company policies.
- Preparing reports on loan approvals, rejections, and performance.

Polling Clerk

Independent Electoral and Boundaries Commission | August 2022

- Verified voter eligibility and issued ballot papers.
- Ensured smooth election procedures and assisted voters with special needs.

Customer Service Representative

BEDI INVESTMENTS LIMITED-Textile | March 2022 – June 2022

- Assisted customers with inquiries regarding textile products and orders.
- Resolved customer complaints and liaised with internal teams to meet customer needs.
 - Coordinating with internal teams (sales, production, and logistics) to meet customer needs.
 - Maintaining accurate records of customer interactions and transactions.
 - Assisting in after-sales support and addressing quality concerns.
 - Gathering customer feedback to improve service and product offerings.
 - Ensuring compliance with company policies and customer service standards.

Internship Trainee

National Police Service – Bondeni Police Station | October 2021 – December 2021

- Provided clerical support and completed research tasks.
- Wrote detailed statements and charge sheets for court proceedings.

Education & Certifications

- ALX Africa – Virtual Assistance (August 2024 – October 2024)
- Chuka University – Bachelor of Arts in Criminology and Security Studies (2018 – 2022)
- EF SET English Certificate (C2 Proficient)
- Coursera – Organic Marketing & Project Charter