

Sylvia Gathoni Kibera

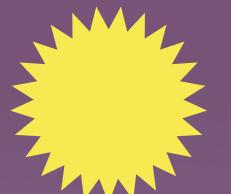
**Virtual Assistant | Customer Service | Data & CRM
Support**



WELCOME!

Hello, I'm Sylvia Gathoni, and you can call me Sylvia.

Let's get to know me better. Welcome to my personal presentation.



ABOUT MYSELF

I am a highly organized and detail-oriented Virtual Assistant with over 8 years of experience in customer service, stakeholder management, and data reporting. My background as a Senior Officer in a busy contact center, combined with my expertise in CRM analytics, equips me to handle administrative, technical, and client-facing tasks with precision and efficiency.

I help businesses save time and operate smoothly by managing schedules, coordinating projects, handling customer queries, and ensuring accurate data management. My approach is proactive, solution-driven, and always focused on delivering value.

CORE SKILLS

- Administrative Support (email & calendar management, document preparation, data entry)
- Customer Support (email/chat handling, CRM updates, SLA tracking)
- Reporting & Analytics (report creation, data visualization, trend analysis)
- Project Coordination (task tracking, workflow optimization, vendor communication)
- Tools: Microsoft Office Suite, Google Workspace, Canva, Zoom, Slack, Zendesk, Trello, Shopify, Service Cloud CRM, Asana, Calendly, Click-up

TOOLS I USE



zendesk



asana

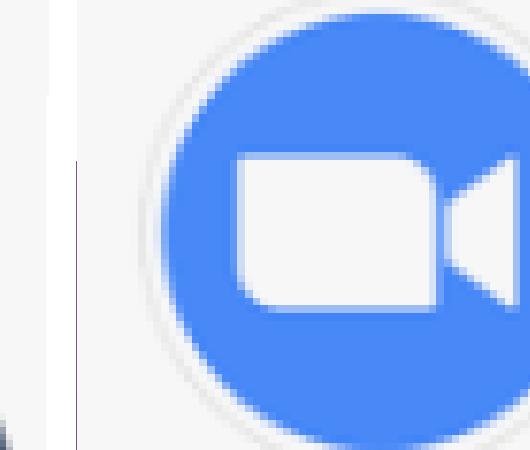
Trello



Calendly

ORACLE
SERVICE CLOUD

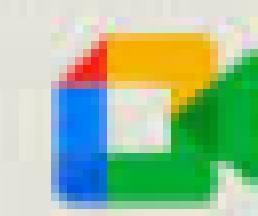
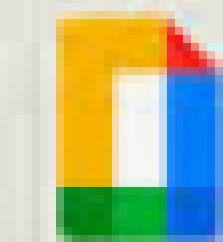
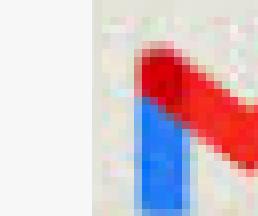
salesforce



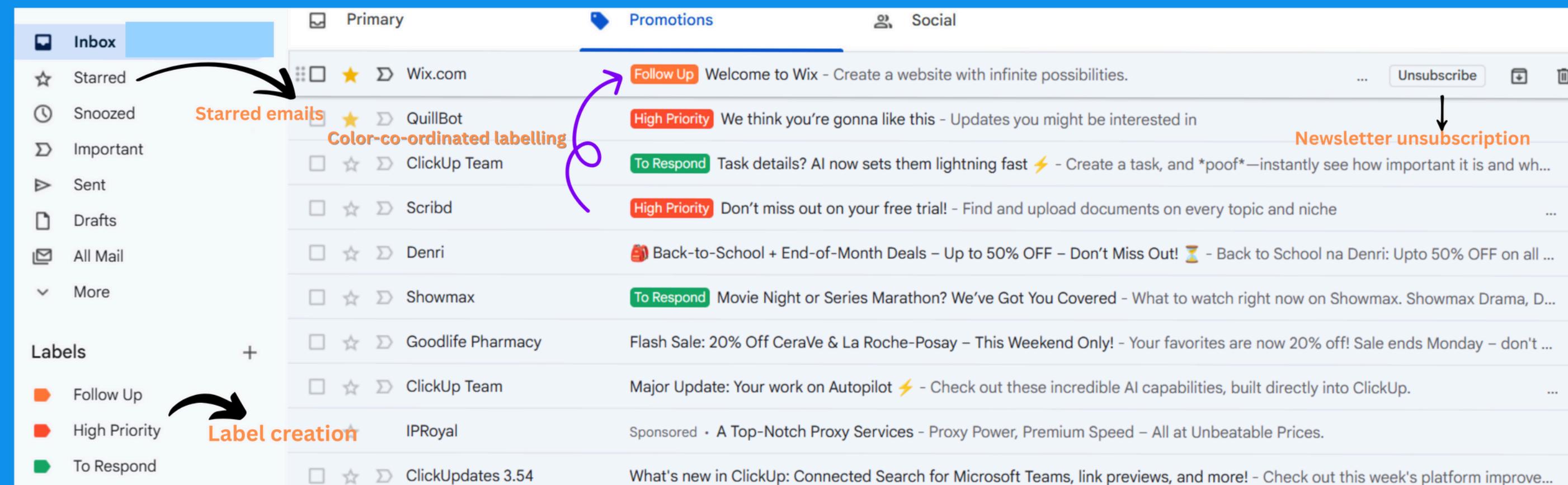
zoom

canva

Google Workspace



EMAIL MANAGEMENT



Social media campaign

Calendar

FILTER

MATCH ALL

Filter on labels...

Mon 28 Apr

ADD CAMPAIGN

It's quiet today

No posts are scheduled for
this day

Tue 29 Apr

ADD CAMPAIGN

It's quiet today

No posts are scheduled for
this day

Wed 30 Apr

ADD CAMPAIGN

It's quiet today

No posts are scheduled for
this day

Thu 1 May

ADD CAMPAIGN



Finserve Africa (Official P...



Finserve
Inspire Growth

This Labour Day, we come together
to celebrate the dedication...

published

8:04

Fri 2 May

ADD CAMPAIGN

ADD POST

It's quiet today

No posts are scheduled for
this day

CALENDAR MANAGEMENT

≡ 21 Calendar Today < > July 2025 ? Month ▾

+ Create

July 2025 < >

S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Search for people

My calendars ^

- Sylvia Kibera
- Birthdays
- Meetings
- Tasks

SUN MON TUE WED THU FRI

29 30 1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 29 30 31 1 2

3 4 5 6 7 8 9

21 22 23 24 25 26 27

28 29 30 31 Aug 1

Client Consultation

New Software Webin

9am Interview with

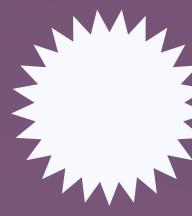
Udemy learning

Weekly review meeti

WORK EXPERIENCE

Customer Portal Management

- Managed and maintained the organization's customer portal, ensuring seamless user experiences, resolving issues, and providing continuous support to customers. My responsibilities included:
 - User account management: Assisting customers with login issues and account setup.
 - Content updates: Regularly updating the portal with new information, resources, and promotions.
- Customer support: Addressing inquiries via the portal's support system and providing prompt solutions.
- Reporting: Monitoring usage data and providing insights to improve customer satisfaction.
- Skills gained: Client relations, problem-solving, technical support, content management, user experience optimization.



WORK EXPERIENCE

Virtual Assistant (Freelance) | 2025 – Present

- Provided administrative support including calendar management, appointment scheduling, and email correspondence.
- Assisted with data entry and database management, ensuring accurate and organized client records.
- Supported customer communication by responding to inquiries via email and chat in a timely and professional manner.
- Prepared reports and summaries to support decision-making, using tools such as Excel and Google Sheets.
- Conducted basic online research and compiled information into easy-to-read documents and presentations.
- Managed tasks through productivity tools such as Trello, Asana, and Google Workspace, ensuring deadlines were met.

RECOMMENDATIONS

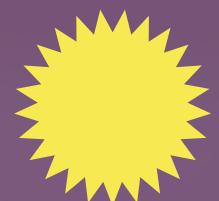


Catherine Stower
Relationship Manager (Equity
Group Holdings Ltd)

Sylvia is highly dependable and detail-oriented. She consistently handled multiple client requests with efficiency while maintaining a positive and professional attitude. Her ability to organize tasks, communicate clearly, and deliver on time makes her an excellent choice for any virtual assistant role

David Springfield
Director-Paveway Construction Ltd

Sylvia has an exceptional ability to understand customer needs and provide solutions quickly and effectively. She was always responsive, professional, and thorough in her follow-ups. Any business would benefit from her customer-first approach and organizational skills.



LET'S CONNECT WITH
EACH OTHER

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