UMMI MAHGOUB

📍 Nairobi, Kenya | 📞 =254726366701 | ✉ mahgoubummi@gmail.com |

Professional Virtual Assistant | Administrative Expert | Tech-Savvy Communicator

Professional Summary

Proactive and detail-oriented Virtual Assistant with 5+ years of experience supporting businesses and entrepreneurs through efficient task management, customer engagement, and data handling. Skilled in sales, administrative operations, and AI data annotation. Adept at using modern tools to optimize workflows, improve client satisfaction, and streamline communication. Currently upskilling in Software Engineering to expand my technical capabilities. Reliable, fast-learning, and always results-focused.

Core Skills

Calendar & Email Management, CRM & Data Entry (HubSpot, Salesforce), Customer Support & Sales Funnel Management, AI Data Annotation (Image/Text/Audio), Document Creation & File Organization, Task Automation (Zapier, Trello, Asana), Google Workspace & Microsoft Office Suite, Tech Adaptability & Problem Solving, Remote Team Collaboration, Strong Communication & Time Management

Professional Experience

- Virtual Assistant

Freelance / Remote | 2021 – Present

- Supported 5+ clients with inbox management, scheduling, and document prep.
- Increased client efficiency by up to 30% through streamlined task systems.
- Maintained CRM records, organized client databases, and tracked leads.

- AI Annotator

Sama Kenya | Nairobi, Kenya | 2020 – 2021

- Accurately labeled large volumes of data for AI model training (text, images, voice).
- Collaborated with QA teams to maintain high annotation accuracy (>98%).
- Used tools like Labelbox and Amazon SageMaker Ground Truth.

- Sales Representative

Mkopa Safaricom | Nairobi, Kenya | 2018 – 2020

- Consistently exceeded sales targets by 15–25% through upselling and client rapport.
- Managed customer inquiries and complaints, improving satisfaction ratings.
- Maintained organized records of client interactions and product orders.

- Administrative Assistant

Almodhaf LTD | Nairobi, Kenya | 2017 – 2018

- Handled filing, correspondence, and appointment scheduling for senior staff.
- Supported event planning, report drafting, and office supply management.
- Enhanced workflow efficiency by reorganizing outdated documentation systems.

Education & Training

Virtual Assistant Certificate – ALX Africa (2023)

AI Fundamentals Certificate – IBM (Power (2024)

AI Fundamentals Certificate – GlaxoTech (2024)

Tools & Platforms

Slack, Zoom, Notion, Canva, Google Workspace, Microsoft Office, Trello, ClickUp, HubSpot, Salesforce, ChatGPT, Labelbox, Grammarly, Calendly

Languages

English (Fluent) | Swahili (Fluent)