

# SIDNEY BARAKA MURIUKI

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## PROFILE

Detail-oriented and proactive Virtual Assistant with a background in customer support, data entry, scheduling, email management, and digital administration. Experienced in leveraging Google Workspace, Microsoft Office Suite, Notion, and Slack to enhance productivity and streamline operations. Passionate about providing efficient administrative support and adapting to company culture to deliver long-lasting solutions. Currently pursuing a BSc. in Mathematics and Computer Science and eager to gain hands-on experience in a dynamic work environment.

## PROFESSIONAL EXPERIENCE

### Kingdom Assemblies of God Teens Ministry

03/2024 – 09/2024

*Data Management and Technology Specialist (Intern)*

- Led data management initiatives, improving system efficiency.
- Implemented technology-driven solutions for data entry.
- Maintained and updated ministry records for accessibility and accuracy.
- Assisted in digital transformation, optimizing databases and automating reports.
- Reduced data errors by 50%.
- Automated 60% of repetitive administrative tasks, enhancing efficiency.
- Increased database accuracy by 40% through data validation.

### Havis Homes Property Management Agency

04/2022 – 09/2024

*Customer Sales Representative*

- Managed tenant inquiries, lease agreements, and rental payments.
- Assisted potential tenants with property details, scheduling viewings, and addressing concerns.
- Maintained accurate records of tenant leases, rental transactions, and customer interactions.
- Coordinated with maintenance teams to resolve tenant complaints.
- Engaged in marketing activities to attract new tenants.
- Increased tenant retention by 20% through effective customer service.
- Contributed to a 30% increase in rental inquiries via marketing strategies.
- Streamlined the lease processing system, reducing onboarding time by 25%.

### One Hope Kenya

02/2023 – 08/2023

*Digital Administrator (Intern)*

- Managed website content updates for accurate and timely information.
- Scheduled, reviewed, and published content for website and social media.
- Designed evaluation forms and compiled reports with key insights.
- Developed communication strategies for EACTC planning team.
- Cleaned and updated the Teachers Database for enhanced outreach.
- Improved website content accuracy by 30%.
- Increased teacher enrollment on e-learning platform by 25%.

- Reduced duplicate data entries by 40% through database updates.
- Contributed to EACTC 2023's success, engaging over 200 teachers.

## EDUCATION

### BSc. Mathematics and Computer Science

09/2022 – present

*Jomo Kenyatta University of Agriculture and Technology*

### Virtual Assistance Skills in the Digital Age

08/2024 – 10/2024

*ALX Africa*

### AI Career Essentials

05/2024 – 07/2024

*ALX AI Career Essentials*

## SKILLS

### Virtual Assistance & Administrative Support

Providing organizational and administrative support to streamline business operations.

### Customer Support & Communication

Effectively handling client inquiries, concerns, and requests to ensure satisfaction.

### Data Entry & Management

Maintaining accurate and well-organized data records for easy accessibility.

### Scheduling & Email Management

Coordinating meetings, appointments, and email correspondence efficiently.

### Basic Graphic Design

Creating simple but effective visuals for branding, presentations, and social media.

### Digital Content Management

Organizing and updating content for websites and social media platforms.

### Essential VA tools

Proficient in industry-standard productivity tools such as Google Workspace, Microsoft Office Suite, Notion and Slack for remote and office work.

### Social Media Coordination

Managing and scheduling social media content to enhance engagement.

### Database Optimization

Cleaning, organizing, and maintaining databases to improve data efficiency.

### Soft Skills

Adaptability, Problem-Solving, Time Management, Teamwork, Attention to Detail, and Strong Work Ethic.

## CERTIFICATES

### Virtual Assistance Skills in the Digital Age

by ALX Africa

### AI Career Essentials

by ALX

### Graphic Design Essentials

by Canva Design School