



Jane Mueni

WORK EXPERIENCE

CloudFactory LTD

Team Captain

- Interpreting audio recordings into written forms.
- Ensure high-quality standard output by diligently reviewing work before submission.
- Giving teams ongoing, constructive feedback on their performance and progress in light of expectations and goals.
- Holding timely discussions and performance reviews
- Keeping the team focused on the project and moving toward reaching expected goals.
- Performing QA metrics and daily reviews of the team's output

Polaris Media

Virtual Assistant

- Solved complex problems with minimal guidance
- Made travel arrangements
- Scheduled appointments
- Managed email accounts (G-suite)

Adept Technologies LTD

Customer Support Representative

- Collect prompt and accurate feedback from customers
- Escalate unresolved issues to the appropriate internal teams
- Troubleshoot problems and see them through to resolution
- Communicating with customers through various channels

📍 Nairobi, Kenya

📅 February 25, 1995

✉️ muenijane10@gmail.com

📞 +254710625216

SKILLS

Highly Organized

Effective communication

Interpersonal Skills

Prioritization and goal setting

Analytical and Critical thinker

Leadership Skills

CERTIFICATIONS

Project Management Foundations
LinkedIn Learning

Google Spreadsheet Training
CloudFactory

Effective Ways to Communicate and Build Relationships
CloudFactory

Effective Presentation with Google Slides and Forms
Cloudfactory

The Fundamentals of Digital Marketing
Google

Using Virtual Marketplace for your E-commerce Initiative
International Trade Center

EDUCATION

KCA University

Certificate, CPA Part I (Section 1 & 2)

KCA University

Diploma, Diploma in Business information Technology

Coursera

Google Professional Certificate, Project Management

REFERENCES

JaYoung Naphtalie

Associate Community Manager, Cloud Factory

📞 +254751575994

✉️ ja.naphtalie@cloudfactory.com