

# GEORGINA ANDEKA LIKARE

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## PROFESSIONAL SUMMARY

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Dedicated and resourceful Customer Support and Administrative Professional with over five years of experience in delivering exceptional service and organizational support. Skilled in managing customer relationships, streamlining communication, and handling administrative tasks such as data entry, email management, and calendar scheduling with accuracy and efficiency. Known for a proactive approach to problem-solving, strong attention to detail, and commitment to enhancing customer satisfaction. Actively seeking a role where I can leverage my expertise in customer service, organizational management, and digital proficiency to support a dynamic team and contribute to its success.

## PROFESSIONAL SKILLS

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- **Administrative Support:** Proficient in using calendar management tools, email platforms, and document preparation software to efficiently handle meeting scheduling, travel planning, and executive support tasks.
- **Email and Calendar Management:** I efficiently organize and prioritize emails and schedule meetings, ensuring smooth communication and time management.
- **Research:** I conduct thorough research to gather relevant data, supporting informed decision-making and content development.
- **Task Management: Tools:** I am proficient in tools like Asana, Trello, and Notion, using them to streamline workflows and enhance productivity.
- **Client Communication:** I maintain clear, professional communication with clients, ensuring their needs are met promptly and efficiently.
- **Data Entry and Organization:** Highly accurate in handling data entry tasks, maintaining organized records for easy access and reporting.
- **Problem-Solving:** Able to quickly address issues as they arise, providing prompt solutions that keep processes moving forward.
- **Research Skills:** Efficient in researching relevant information for projects, helping teams stay informed and well-prepared.
- **Customer Service:** Strong background in addressing client needs and inquiries professionally, building positive client relationships.

## PROFESSIONAL EXPERIENCE

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### A-Tech Limited

#### Customer Care Representative

Nairobi, Kenya

February 2019– Present

- **Elevated Customer Satisfaction:** Delivered personalized and empathetic support, achieving a consistent 99% customer satisfaction rating.
- **Efficient Order Management:** Oversaw the processing of phone and online orders, ensuring accuracy and on-time delivery to enhance customer experience.
- **Product Knowledge Expertise:** Maintained a strong understanding of all products and services, offering tailored recommendations that aligned with customer needs.
- **Anticipated Customer Needs:** Proactively addressed potential pain points, guiding customers on optimal product use and care for lasting satisfaction.
- **Streamlined Issue Resolution:** Managed after-sales inquiries and provided swift solutions, strengthening customer loyalty and retention.

### Mira Shah-Synresins Limited

#### Executive Assistant

Nairobi, Kenya

March 2018– February 2019

- **Optimized Scheduling:** Managed complex calendars for senior executives, ensuring appointments and deadlines were efficiently organized.
- **Enhanced Communication Flow:** Monitored and responded to emails, ensuring priority matters were addressed promptly and effectively.
- **Document Organization:** Developed and maintained a systematic filing approach, providing quick access to essential documents and reports.
- **Conducted In-Depth Research:** Compiled insights and prepared presentations, supporting informed decision-making for the leadership team.

EDUCATION BACKGROUND

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ALX AFRICA

Virtual Assistant Certification

Nairobi, Kenya

August 2024 – September 2024

- Mastered organizational and administrative support skills, including data entry, email management, and calendar scheduling, essential for effective virtual and in-person customer support.

Zetech University

Bachelor’s Degree in Business Administration

Nairobi, Kenya

March 2016 – December 2018

- Acquired foundational skills in business operations and customer relations, fostering a solid understanding of effective client interactions and organizational management.

Zetech University

Diploma in Hospitality Management

Nairobi, Kenya

January 2011 – December 2013

- Gained specialized knowledge in customer care and service management, strengthening skills in anticipating and meeting customer needs within the hospitality industry.

HOBBIES AND INTEREST

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- **Travel:** Enthusiastic about exploring new cultures and learning about diverse ways of life.
- **Reading:** Passionate about reading, especially literature and business management books.
- **Technology:** Interested in the latest advancements in AI, cloud computing, and digital productivity tools.
- **Volunteering:** Actively involved in community development initiatives focused on education and women empowerment.
- **Fitness:** Enjoys staying active through outdoor activities such as hiking and fitness workouts.
- **Sports:** Active participant in football and running.
- **Public Speaking:** Participate in debate clubs and public speaking events.
- **Digital Marketing:** Interested in the latest trends in digital marketing and online branding.

REFEREES

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Available Upon Request