

## Contact

[www.linkedin.com/in/edna-kiilu-25710bb1](https://www.linkedin.com/in/edna-kiilu-25710bb1) (LinkedIn)

## Top Skills

Cybersecurity  
Cybersecurity Administration  
Threat Analysis

## Languages

English (Full Professional)  
Swahili (Professional Working)

## Certifications

GOWE - How to Grow Your Business Training Certificate  
VLOOKUP in Excel Course  
Communicating in the Language of Leadership  
Introduction to Cybersecurity  
ALX Virtual Assistant Course

# Edna Kiilu

Operations Specialist | Policy Developer & Implementor | Content Manager | Travel Manager | Administrator | ALX trained Virtual Assistant | The ROOM Fellow|UNLEASH Global Talent 23  
Nairobi County, Kenya

## Summary

I am an Operations Specialist, Global Travel Manager, and Executive & Virtual Assistant with over 8 years of experience in client-focused office operations. My expertise includes coordinating internal and external communications, supporting daily administrative functions, and collaborating with C-level executives to ensure operational efficiency. I have a proven track record of aligning business objectives with comprehensive administrative knowledge, consistently enhancing overall efficiency and achieving significant operational impacts across various industries.

In addition to my professional roles, I am dedicated to community development, particularly in empowering young individuals in remote areas by providing access to essential resources. I am actively involved in building and running a community center focused on growth, education, and connectivity. I am excited about leveraging my skills and passion to make a positive impact and contribute to your organization's success. Let's connect!

---

## Experience

### Too Young to Wed

Virtual Administrator (Office + Programs)  
August 2023 - Present (1 year 4 months)  
Kenya

My role is to build and maintain efficient systems within TYTW by creating structured processes, workflows, and guidelines to streamline operations and enhance overall productivity.

### VisaCent

Virtual Content Management  
January 2023 - July 2024 (1 year 7 months)

- Team Management: Ensuring that staff members complete tasks effectively and efficiently
- Hiring, Onboarding and Training of new staff
- Review and proofread written materials, including articles, blog posts, marketing collateral and website content, ensuring they are free from grammatical, spelling, and punctuation errors.
- Verify factual accuracy and consistency of information presented in the content.
- Conduct thorough research to verify the accuracy of information and fact-check when necessary.
- Identify and correct tone, style, and voice inconsistencies in content.
- Maintain a high level of accuracy while working with tight deadlines.
- Track changes and revisions using appropriate software or tools and communicate any necessary revisions to the content team.
- Stay updated on language trends, grammar rules, and industry-specific terminology.
- Assist in developing and maintaining a library of reference materials, such as dictionaries, style guides, and grammar resources.
- Partnerships: build and manage relationships with other partners to mutually benefit all the parties involved
- Perform other duties as assigned

And MUCH MORE!

## The Room

Virtual Community Ambassador

May 2023 - January 2024 (9 months)

Nairobi County, Kenya

### Program Support:

Responding to program/curriculum-related questions raised on the community support channel.

### Content Creation:

Developing weekly newsletters highlighting key program updates & announcements.

### Engagement:

Creatively amplifying engagement prompts increasing participation on our community platform.

Event experience design:

Supporting the program & community specialists in rolling out program events.

Community moderation:

Monitoring conversations held in participant channels ensuring that all engagements are in line with our community code of conduct.

Ecomonitor Ltd

Virtual Office Assistant

March 2023 - January 2024 (11 months)

Singapore, Singapore

Company Setup:

Paperwork preparation for registering the business with relevant authorities and obtaining any necessary licenses and permits

Create and maintain a filing system for all business-related documents

Admin:

Schedule and coordinate appointments and meetings

Manage email correspondence and respond to inquiries

Prepare reports and presentations as needed

Conduct data entry and maintain accurate records

Legal Contracts:

Review and draft legal documents such as contracts, agreements, and leases

Ensure legal compliance with the company's operations

Assist with legal research and provide recommendations

Expenses Tracking:

Track all company expenses and reconcile them with bank statements

Prepare and submit expense reports

Assist with budget planning and forecasting

AZA Finance

3 years 9 months

Planning & Operations Manager

November 2018 - July 2022 (3 years 9 months)

Nairobi, Kenya

I worked as a collaborator across various jurisdictions managing various projects, offices, processes, and operations by ensuring they are running efficiently and in line with departmental standards. In addition, I worked

alongside the Head of Planning and Operations to develop, implement and oversee the execution of strategic projects within the business which might be functional, in collaboration with other departments or company-wide.

I also worked with team coordinators and associates to ensure operational procedures and processes are implemented in line with departmental standards, advised on where modifications needed to be made, and developed new policies working with the Head of Planning and Operations.

Senior Business Operations Coordinator  
July 2019 - February 2022 (2 years 8 months)  
Nairobi, Kenya

Worked as a collaborator within the business and played a significant role in both short-term operations management and mid-long-term planning for the team. I worked alongside the Department Lead and Managers to implement new and existing processes, and projects and oversee other Planning and Operational activities in their jurisdictions.

I was also responsible for the day-to-day administrative success of Kenya, Uganda, and Spain offices. As well as supervising Associates in the above-mentioned jurisdictions to ensure standard procedures and processes are implemented, managed, and in situations, recommend where modifications need to be made.

Business Support Associate  
November 2018 - June 2019 (8 months)  
Nairobi, Kenya

My key responsibilities at BitPesa include but not limited to;

#### Business Support

- Complete corporate account opening forms
- Support the Business Development team to complete compliance forms
- Maintain a catalogue of business contacts

#### Administration

- Schedule internal and external meetings
- Book flights & travel arrangements
- Apply for travel visas and work permits
- Maintaining a record of daily expenses in the office
- Statutory registration for new/ existing employees

#### Office Management

- Announce office holidays
- Organize team events (birthdays and team lunches)
- Maintain office supplies and track expenses

#### KIBERA PRIDE INITIATIVE ORGANIZATION

##### Volunteer - Operations Manager

October 2020 - November 2021 (1 year 2 months)

Nairobi, Kenya

Responsible for the day to day organizations operations. Supporting the CEO by taking care of operational support duties by fostering a culture of accountability and ensure that organizational resources are used in the most cost-effective manner.

#### Zahara Housing Cooperative society

##### Administrative Assistant

October 2017 - November 2018 (1 year 2 months)

1st Floor, Riverina Court, The Watermark Business Park Ndege Road, Karen

#### Cedar Consulting Ltd, KE

##### Office Manager

March 2016 - July 2017 (1 year 5 months)

4th Floor, Chaka Place, Argwins Kodhek Road, NAIROBI

Admin

Executive Recruitment

Proposal and tender writing

Accounts

Report writing

Customer and Client Management

Invoicing and billing

Office Budgets

#### Wanjao & Wanjau Advocates

##### Office Manager

August 2015 - March 2016 (8 months)

Ngong Road

Maintaining office efficiency by planning and implementing office systems, layouts, and equipment procurement.

Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Recording office expenditure and managing the budget;

Organising the office layout and maintaining supplies of stationery and equipment;  
Maintaining the condition of the office and arranging for necessary repairs;  
Organising and chairing meetings with staff - in lower paid roles this may include typing the agenda and taking minutes, even for senior partners  
Arranging regular testing for electrical equipment and safety devices;  
Attending conferences and training

### Totally Sorted LTD

Executive Assistant Office Manager

December 2014 - August 2015 (9 months)

A4, Daphton Court, Riverside Drive, NAIROBI

Office Administration

Archiving

Client Service

### Nyeri Regional Tourism Office

Intern

August 2013 - November 2013 (4 months)

NYERI

I worked as an intern where my duties were,

Admin work

Client Service and Customer Care

Minutes taking and Report writing

---

## Education

alx\_africa

ALX VIRTUAL ASSISTANT PROGRAM, Business Administration,  
Management and Operations · (July 2022 - September 2022)

Maasai Mara University

Tourism and Travel Services Management · (2014)

Mua Hills Girls High School  
High School · (2006 - 2009)