

SUSAN KATUMBI NZIOKA

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Executive Virtual Assistance

SUMMARY

An executive virtual assistant with a track record of optimizing inbox management, streamlining data systems and reducing administrative workload by up to 60% for busy professionals and entrepreneurs. I specialize in building efficient back office support systems that improve daily workflows, eliminate time wasting tasks, keep operations organized and responsive. My work has directly contributed to improved response times, enhanced customer engagement and measurable process improvements across remote environments.

WORK EXPERIENCE

Virtual Assistance: Data Entry

Freelancing Platform: Fiverr - online

May 2024 – March 2025

- Successfully digitized and entered data from 500+ physical documents into a database, improving data accessibility and reducing physical storage needs.
- Streamlined the data entry process for a client, reducing the average processing time per record by 15% through the implementation of efficient shortcuts and data validation techniques.
- Compiled and organized data from multiple sources (spreadsheets, PDFs, online forms) into a unified database, ensuring data consistency and ease of analysis.
- Identified and corrected over 300 data inconsistencies and errors during a data cleansing project, improving the overall quality and reliability of the database.
- Consistently met tight deadlines for daily and weekly data entry tasks while maintaining a high level of accuracy.
- Trained a new team member on data entry protocols and best practices, ensuring consistent data quality across the team.
- Developed and implemented a data validation checklist that reduced data entry errors by 10%.

Virtual Assistance: Email Manager

Freelancing Platform: Upwork -online

September 2023 – April 2024

- Reduced client's daily email processing time by 60% by implementing a new filtering and categorization system.
- Maintained a client's inbox with a 99% "inbox zero" rate over a 12-month period, ensuring all important emails were addressed promptly.
- Improved client response times to critical inquiries by 25% by establishing email templates and prioritizing urgent messages.
- Managed and organized email communications for a client with over 500 daily

- emails, ensuring no critical information was missed.
- Successfully coordinated email communications for a client's product launch, resulting in a 15% increase in customer engagement.
- Reduced client stress and improved workflow by proactively managing their email calendar and scheduling follow-up actions.
- Created a comprehensive email management protocol for a new client resulting in a 40% increase in team efficiency.

EDUCATION

Diploma in Supply Chain Management

NIBS Technical College

September 2019 – December 2021

Certification in Supply Chain Management

NIBS Technical College

January 2017 – September 2019

Kenya Certificate of Secondary School(K.C.S.E)

Kitheini Secondary School

January 2012 - November 2016

CERTIFICATION

Certification in Project Management

Asana Academy -Online

March 2025 - March 2025

Certification in Virtual assistance

Alx Africa - Online

August 2024 - September 2024

SKILLS

- Calendar & Email Management
- Travel Planning & Itinerary Coordination
- Data Entry & Database Management
- Document Preparation (MS Word, Google Docs, PDFs)
- Spreadsheet Management (Excel, Google Sheets)
- Presentation Design (PowerPoint, Google Slides, Canva)
- CRM Management (HubSpot, Zoho, Salesforce, etc.)
- File Organization & Cloud Storage (Google Drive, Dropbox, OneDrive)
- Online Research & Data Collection
- Invoicing & Basic Bookkeeping (QuickBooks, Wave)
- Social Media Scheduling (Buffer, Hootsuite)
- Task & Project Management Tools (Trello, Asana, Click Up, Notion)
- Customer Support via Email, Chat, or Phone

- Meeting Minutes & Transcription
- Basic Graphic Design (Canva, Adobe Spark)