



## Eunice Wanini

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## Professional Summary

Highly motivated Virtual Assistant & Customer Service Specialist with over 3 years of professional experience in customer support, order processing, data entry, and online store management. Skilled at managing multiple tasks efficiently while maintaining high standards of communication and service. Proficient in Excel, Shopify, social media tools, and calendar scheduling, with proven ability to support busy entrepreneurs and businesses in achieving operational excellence.

## Core Skills

- 1 Virtual Assistance & Admin Support
- 2 Customer Service (Email, Chat, Calls, Social Media)
- 3 Shopify Store Management & Order Processing
- 4 Data Entry & Inventory Tracking
- 5 Calendar Scheduling & Travel Planning
- 6 Social Media Assistance (Posting & Engagement)
- 7 Professional Communication (Written & Spoken English)

## Professional Experience

### Virtual Assistant – Freelance (Remote)

Outside Agent Traveling Company (via Freelancer.com), 2023–Present

- 1 Assisted with online booking tasks for travel clients.
- 2 Updated client records and managed data entry tasks.
- 3 Supported team with communication, scheduling, and reporting.
- 4 Managed customer inquiries and delivered timely responses.
- 5 Processed bookings and tracked confirmations in Excel.
- 6 Uploaded and updated product/service listings.
- 7 Prepared and sent daily work summaries to management.
- 8 Helped streamline repetitive tasks through organization tools.
- 9 Provided professional communication with customers.
- 10 Supported team in ad hoc administrative tasks.

### Customer Service Representative – Sendwave

Nairobi, Kenya | 2021–2023

- 1 Responded to customer inquiries via phone, email, and live chat.
- 2 Processed transactions and assisted with payment issues.
- 3 Ensured accurate documentation and case resolution.
- 4 Provided step-by-step guidance for app users.
- 5 Escalated complex issues to appropriate departments.
- 6 Consistently exceeded monthly customer satisfaction goals.
- 7 Worked in a high-volume environment while maintaining professionalism.

## Client Testimonials

■ “Eunice was extremely reliable and detail-oriented. She managed my tasks with precision and always delivered on time.” – Client, Freelancer.com

■ “Her communication and customer service skills are outstanding. I highly recommend her for any VA or support role.” – Client, Freelancer.com

## Projects

- 1 Virtual Assistance (Admin Support): Managed client scheduling, handled email communication, and prepared reports.
- 2 Customer Service Project: Supported an e-commerce client with order processing, inventory updates, and client inquiries.
- 3 Data Entry & Calendar Scheduling: Entered accurate records into Excel and managed meeting schedules.
- 4 Social Media Assistance: Scheduled posts, engaged with followers, and tracked basic analytics.

## Why Hire Me?

- 1 Professional and reliable with strong attention to detail.
- 2 Excellent written and verbal communication.
- 3 Experienced in handling multiple tasks at once.
- 4 Tech-savvy and quick to learn new tools.
- 5 Dedicated to providing exceptional client support.

## Tools & Platforms

- 1 Microsoft Excel & Word
- 2 Google Workspace (Docs, Sheets, Calendar, Gmail)
- 3 Shopify
- 4 Canva
- 5 Trello / Slack

## Education

Virtual Assistant Training – African Leadership Xcelerator  
Digital Marketing Certificate – Alison Online

## Let's Work Together

If you're looking for a dedicated and reliable Virtual Assistant who can handle tasks with professionalism, accuracy, and care, I'd love to support your business. Let's work together to help you save time, stay organized, and focus on growing your business.