CHARITY NJERI MUGO

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PROFESSIONAL SUMMARY

Organized and people-focused **Administrative and Customer Support Professional** with over **5 years of experience** in office management, client relations, and virtual assistance. Proficient in **Intercom, Zoom, Microsoft Office, and Google Workspace**, with a strong reputation for **efficiency, accuracy, and clear communication** that enhance operations and customer satisfaction. Adaptable to both on-site and remote environments, with proven ability to manage multiple priorities and support executive teams effectively.

PROFESSIONAL EXPERIENCE

All Camera Limited – Virtual Administrative Executive (Remote)
Aug 2024 – Sep 2025

• Managed daily operations and executive scheduling, ensuring smooth virtual workflows.

• Conducted client meetings and correspondence through Intercom and Zoom.

• Maintained digital filing systems, processed invoices, and tracked company expenses.

• Supported vendor communications and procurement documentation.

• Enhanced operational efficiency and response times through proactive coordination.

Rafiki Microfinance Bank – Customer Support & Sales Representative (Hybrid)
Jul 2022 – Jul 2024

• Assisted clients with account setup, loan applications, and repayment inquiries.

• Met and exceeded sales and retention targets through personalized customer service.

• Resolved customer concerns promptly, improving satisfaction and repeat engagement.

• Maintained accurate client data in CRM systems for compliance and reporting.

Ngecha Girls High School – Administrative Assistant & Library Coordinator (On-site)
Sep 2019 – Jun 2022

• Managed correspondence, scheduling, and front-desk operations for administrators.

• Maintained and updated student records to ensure accurate information management.

• Digitized library cataloging to enhance access and resource organization.

• Supported event coordination, reporting, and general administrative functions.

Bidii Credit – Customer Support Associate (On-site)
Jan 2018 – Aug 2019

• Delivered high-quality customer service via phone, email, and in-person interactions.

• Processed applications and account updates accurately using CRM tools.

• Handled client issues efficiently, fostering loyalty and retention.

• Collaborated with sales and marketing teams to improve communication workflows.

EDUCATION

Diploma in Information Science
Embu College – Kenya

CORE SKILLS

Administrative Support • Customer Service • Virtual Assistance • CRM Systems • Intercom & Zoom • Scheduling & Coordination • Data Entry • Microsoft Office • Google Workspace • Document Management • Communication • Problem Solving • Team Collaboration