

Mary

ROOCRUIT**Customer Support Specialist | Virtual Assistant**

Nairobi, Kenya (Available for US Time Zones)

PROFESSIONAL SUMMARY

Solution-driven Customer Support Specialist and Virtual Assistant with over 7 years of experience supporting international companies and Kenyan organizations. Skilled in executive-level administrative support, high-volume scheduling, and multichannel customer service. Known for professionalism, problem-solving, and achieving high customer satisfaction ratings within fast-paced remote environments.

KEY SKILLS

- Multichannel Support (Phone, Email, Chat, SMS)
- Executive & Administrative Support
- Scheduling & Calendar Management
- Ticket Management & CRM Documentation
- Customer Experience Improvement
- Google Workspace Proficiency
- Bilingual / Professional Communication
- Inbound & Outbound Call Handling

PROFESSIONAL EXPERIENCE

Administrative & Customer Support Agent**Feb 2025 – Jan 2026***Specialized US-Based Service Provider (Remote)*

- Represent the company brand while handling customer inquiries via phone, email, and text.
- Create solution-based responses to customer questions, scheduling requests, and service concerns.
- Schedule, confirm, and reschedule appointments while managing multiple tasks independently.
- Send proactive appointment reminders and service updates to improve customer satisfaction metrics.
- Assist with contract processing and maintain accurate digital records and administrative logs.

Virtual Customer Support & Administrative Assistant**Apr 2023 – Feb 2025***Major International Aviation & Travel Corporation (Remote)*

- Delivered exceptional support across phone, email, and chat channels for a global customer base.
- Assisted passengers with bookings, seat assignments, flight changes, cancellations, and complex rebooking.
- Resolved ticketing, baggage, and travel policy issues efficiently while adhering to strict company standards.
- Collaborated with internal teams to resolve complex concerns, consistently exceeding satisfaction targets.
- Managed high-volume interactions while providing empathetic and professional service.

Virtual Assistant / Administrative Support**Sep 2022 – Mar 2023***Kenya-Based Business Operations Firm*

- Provided administrative support to management, assisting with scheduling, correspondence, and day-to-day operations.
- Coordinated meetings, appointments, and follow-ups to ensure smooth business workflows.
- Managed digital records and files for efficient department access and organization.

Customer Care and Sales Representative**Jan 2021 – Aug 2022**

Kenya-Based Business Operations Firm

- Provided exceptional customer support while promoting products to drive customer satisfaction.
- Managed call routing and collaborated with supervisors to resolve escalated customer issues.
- Maintained accurate customer records through meticulous data verification and updates.

Sales Representative

Sep 2019 – Dec 2020

Leading Kenyan Manufacturing & FMCG Company

- Implemented dynamic sales strategies that drove consistent revenue growth.
- Built and maintained strong customer relationships from initial contact to post-sale support.
- Optimized pricing and promotions to maximize customer value and market share.

Head of Customer Care and Sales

Mar 2016 – Aug 2019

Regional Security & Asset Tracking Provider

- Led and mentored sales and merchandising teams, improving performance and inventory management.
- Identified sales opportunities to drive customer retention and revenue growth.
- Fostered a culture of passion, commitment, and teamwork within the department.

TOOLS & TECHNOLOGY

CRM Systems (Zendesk, Intercom) | Google Workspace (Docs, Sheets, Calendar, Gmail) | Slack | Zoom | WhatsApp |
Scheduling & Live Chat Platforms

AVAILABILITY & LOGISTICS

- Available for US Business Hours (EST / CST / PST)
- Immediate start availability
- Equipped with high-speed reliable internet (plus backup solution)
- Dedicated home office with professional PC & Webcam