

EUNICE NJUGUNA

Virtual Assistant | Administrative Support Specialist | Content Writer

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• Portfolio: <https://drive.google.com/drive/folders/1hxxCFIIXiNgMNqfv7pcexL0AjjCVmcsR>

PROFESSIONAL SUMMARY

Results-driven Virtual Assistant and Administrative Support Specialist with a background in financial records management, data entry, and organizational systems. Experienced remote content writer published on Guiding Tech, a global technology platform reaching 60M+ annual readers. Proficient across the full Google Workspace suite with demonstrated expertise in Gmail inbox management, Google Calendar scheduling, Google Sheets data management, and Calendly automation. Adept at supporting US-based entrepreneurs and business owners with asynchronous, high-quality administrative assistance. Known for meticulous attention to detail, proactive communication, and delivering results before the client's workday begins.

CORE COMPETENCIES

<ul style="list-style-type: none">• Email & Inbox Management• Calendar Management• Data Entry & Spreadsheets	<ul style="list-style-type: none">• Travel Booking & Itineraries• Financial Records Management• Document Preparation	<ul style="list-style-type: none">• Technical & Content Writing• CRM & Lead Management• SOP Creation & Documentation
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PROFESSIONAL EXPERIENCE

Virtual Assistant (Freelance) | *Self-Employed* | Remote — Nairobi, Kenya 2025 – Present

- Provide remote administrative support to US-based business owners including email management, calendar scheduling, data entry, and travel coordination
- Built and manage complete Gmail inbox systems — labels, filters, canned responses, and Inbox Zero protocols — reducing client email processing time significantly
- Set up and manage Google Calendar systems with dual timezone configuration, color-coded categories, and Calendly integration for automated scheduling
- Developed a 3-sheet Google Sheets workbook for client data management including a Client Database, Invoice Tracker, and Lead Tracker with formulas, data validation, and conditional formatting
- Create detailed travel itineraries and handle end-to-end travel booking across flights, accommodation, and ground transport
- Write and maintain Standard Operating Procedures (SOPs) to document recurring processes and ensure consistency

Tech Writer & Content Author | *Guiding Tech (guidingtech.com)* | Remote 2022 – Present

- Published technical how-to articles and troubleshooting guides for a global technology platform with 60M+ annual readers
- Researched, wrote, and edited step-by-step guides covering Windows, Android, and iOS platforms including error-fix tutorials and software how-tos
- Consistently delivered SEO-optimized, accurate, and reader-friendly content meeting strict editorial standards and publication deadlines
- Demonstrated ability to simplify complex technical concepts into clear, actionable language for a broad audience
- Portfolio of published articles: guidingtech.com/author/eunice-njuguna

Freelance Content Writer | *Self-Employed (Fiverr)* | Remote 2021 – Present

- Delivered blog posts, articles, product descriptions, and web copy across multiple niches for international clients

- Maintained consistent 5-star client ratings through high-quality output, fast turnaround, and professional communication
- Managed multiple concurrent client projects independently, meeting all deadlines without supervision
- Built a track record of repeat business and referrals through reliable delivery and clear client communication

Financial Records Reconciliation Specialist | *Tuskys Retail Stores* | Nairobi, Kenya 2019 – 2021

- Collected, organized, and reconciled invoices, petty cash records, and payment documentation across multiple retail store locations
- Conducted systematic follow-up on outstanding payments and missing financial records, ensuring timely resolution and accurate reporting
- Maintained organized filing systems for financial documents enabling quick retrieval and full audit readiness at all times
- Communicated professionally with internal teams and external vendors to resolve discrepancies and obtain missing documentation
- Performed accurate data entry of financial transactions while managing multiple competing priorities in a high-volume retail environment

TECHNICAL SKILLS

Communication & Collaboration: Gmail, Google Meet, Zoom, Slack, Microsoft Teams, Outlook

Productivity & Scheduling: Google Calendar, Calendly, Microsoft Outlook Calendar

Data & Spreadsheets: Google Sheets, Microsoft Excel (formulas, VLOOKUP, conditional formatting, data validation)

Project Management: Trello, Asana, Notion, ClickUp

Design & Content: Canva, Google Docs, Microsoft Word, Microsoft PowerPoint

Finance & Invoicing: Wave (invoicing), Wise (international payments), PayPal Business

CRM & Marketing: HubSpot (basic), Buffer, Hootsuite, Mailchimp (basic)

Time Tracking: Toggl Track, Clockify

Writing: Technical writing, How-to guides, Blog posts, SEO content, Proofreading

Typing Speed: 45 WPM with high accuracy

EDUCATION

Bachelor of Business Administration (BBA) | *Mount Kenya University* | Nairobi, Kenya 2016 – 2019

Relevant coursework: Business Communication, Records Management, Financial Accounting, Customer Relations, Office Administration

PORTFOLIO & PUBLISHED WORK

- VA Portfolio (Google Drive): drive.google.com/drive/folders/1hxhCFIIXiNgMNngfv7pcexL0AjjCVmcsR
- Published Articles (Guiding Tech): guidingtech.com/author/eunice-njuguna
- LinkedIn: [linkedin.com/in/eunice-njuguna](https://www.linkedin.com/in/eunice-njuguna)
- Upwork Profile: [upwork.com/freelancers/~01685958be8e02c25d](https://www.upwork.com/freelancers/~01685958be8e02c25d)

KEY STRENGTHS

- Timezone advantage: Based in Nairobi (UTC+3) — tasks submitted by US clients are completed and ready before their workday begins

- Asynchronous excellence: Fully equipped and experienced in remote, async work environments with no need for supervision
- Dual expertise: Combines strong administrative VA skills with published writing and technical communication experience
- Detail oriented: Proven track record of accuracy in financial records, data entry, and content publishing across high-stakes environments
- Fast learner: Rapidly acquires new tools and systems — proficient across 15+ platforms used by modern remote businesses