

Pauline Mbugua

PORTFOLIO

Pauline Mbugua

Customer Advocate and Direct
Support Professional

Work Experience

I have 4+ years of experience in providing excellent customer service and handling administrative tasks for clients and organizations. I have worked for several organizations that vary from large to small, and the main focus has been providing excellent customer service and resolving critical issues for clients & organizations. My past employers have relied on me to ensure that their clients are happy and satisfied with my knowledge and abilities when it comes to delivering quality service.



What I can do for you

Customer Support

Customer Support is one of the most important aspects of any business, and an integral part of your brand experience. As a Customer Support Specialist. I would be happy to assist your customers via email, phone and/or live chat. I am committed to providing exceptional customer service that you can count on.

Admin

My goal is to help you efficiently meet your needs by helping with project management, calendar management, schedule management, travel planning and data entry. As an admin in a small business, it can be difficult to multitask with daily tasks like accounting, emailing clients and self-promotion. That's why I enjoy helping businesses like yours with all of these tasks, so you can focus on more important things like growing your brand!

Web Design

Whether you're interested in building and managing your own website, or need help setting up your online store, I can help.

How I work with my clients

I learn your professional goals.

I work with you to understand your goals and how I can help you achieve them. Starting with a conversation, we determine the best solution for you, whether it be services, products or development.

We set a schedule that works for both of us.

I work with you to set a schedule that works for you, your time and your budget. Whether it's a few hours or a full day, I've got you covered.

I help you do better work.

I listen to you and help you figure out the best way to do your work better and set clear and concrete goals

SKILLS

Great Collaborator

Excellent Communicator

Problem Solver

Driven & Motivated

Leader

Curious & fast learner

My Projects

Customer Support

SkilledUp Life Help Article: <https://imgur.com/a/lccOmDe>
[Video Demonstration for a customer on how to sort data in Google Sheets](#)

Admin

[Virtual Assistant Projects: Travel Planning, Project Management Presentation](#)

Web Design

[HTML/CSS](#)

Educational Background

**Bachelor of Business
Information
Technology - 2017**

Jomo Kenyatta, University of
Agriculture and Technology .

**Customer Service
Foundation - 2022**

Project Management Institute,
LinkedIn Learning

**Responsive Web
Design- 2022**

Free Code Camp

**ALX Virtual Assistant
Program- 2022**

ALX AFrica

I can help you

01 Serve your customers better.

02 Free your time as I handle all the admin work
to achieve your goals.

03 Build or manage your website/online store
