

Catherine Njeri Wanjiru

catherinenjeri330@gmail.com | +254791390917 | www.linkedin.com/in/catherine-njeri-714a5730a

Kenya

Professional Summary

Experienced professional with a proven track record across multiple fields, including customer service, transcription, translation, virtual assistance, data entry, graphic design, digital marketing, and forex trading. Adept at managing diverse tasks, delivering high-quality results, and adapting to dynamic work environments. Fluent in English and Swahili, with a strong commitment to excellence and client satisfaction.

Skills

- Customer Service: Complaint resolution, POS systems, upselling, and customer relationship management.
 - Transcription & Translation: Audio-to-text conversion, multilingual transcription (English & Swahili), and accuracy-focused editing.
 - Virtual Assistance: Calendar management, email handling, CRM tools, and administrative support.
 - Data Entry: High-speed typing, accuracy verification, and database management.
 - Graphic Design: Adobe Creative Suite (Photoshop, Illustrator), Canva, and branding development.
 - Digital Marketing & SEO: Social media management, content creation, keyword optimization, and analytics.
 - Forex Trading: Market analysis, risk management, and trading platforms.
 - Tools & Software: Microsoft Office Suite, Google Workspace, Trello, Slack, and Upwork platforms.
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Professional Experience

Customer Service Representative

Quickmart Supermarket

September 2018 – September 2024

- Assisted customers with inquiries, purchases, and complaints, ensuring a high level of satisfaction.
- Managed inventory, restocked shelves, and coordinated with suppliers.

Upwork
March 2021 – Present

- Provided transcription, translation, and data entry services to clients globally.
- Delivered SEO-optimized content and social media strategies to enhance client visibility.
- Maintained a consistent 5-star client rating for professionalism and timely delivery.

Virtual Assistant

Talent Pop
February 2024 – December 2024

- Managed calendars, scheduled meetings, and coordinated travel arrangements for clients.
- Handled email correspondence and organized digital files.
- Supported marketing campaigns through social media planning and execution.

Transcriber

Go Transcript
June 2023 – November 2024

- Accurately transcribed audio files with a 98% accuracy rate.
- Edited and proofread transcripts for clarity and grammatical correctness.
- Consistently met tight deadlines and client expectations.

Education

Certificate in Food and Beverage Management

Rift Valley National Polytechnic
September 2016 – July 2018

Certifications

- Data Entry – *Ajira Digital*
- Transcription – *Ajira Digital*
- Graphic Design – *Ajira Digital*
- Digital Marketing and SEO – *Ajira Digital*
- Forex Trading – *Ajira Digital*

Languages

- Swahili: Fuent
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Achievements

- Gained over six years of experience in customer service, consistently exceeding performance metrics.
 - Successfully completed over 100 transcription and translation projects on Upwork with top ratings.
 - Designed branding and promotional materials for small businesses, increasing their online engagement.
 - Contributed to client growth through tailored virtual assistance and marketing strategies.
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References

Hellen Nyambura

Manager

Quickmart Supermarket

+254791390917

Dennis Kuria

Supervisor

Quickmart Supermarket

+254701279293

Lucinda Wambui

Lecturer

Rift Valley National Polytechnic

+254721482820

