

# Allan Kiptoo Yego

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## Professional Summary

- Certified and proactive Virtual & Executive Assistant equipped with essential remote work and digital productivity skills supporting remote teams and international clients.
- Leverage AI-powered tools to automate workflows, enhance productivity, and deliver faster, more accurate administrative and operational support.
- Strong background in administrative coordination, calendar and inbox management, data management, project tracking, and workflow optimization.
- Technically proficient in Microsoft Office Suite, Google Workspace, Asana, Trello, Slack, Zoom, and Calendly.
- Experienced in data entry, CRM management (HubSpot, Zoho), and reporting with 100% accuracy.
- Adept at remote communication, task prioritization, and process improvement to enhance productivity.
- Driven by dedication, reliability, and a deep passion for helping clients and businesses operate efficiently.
- Recognized for professionalism, confidentiality, and high client satisfaction.
- Committed to delivering quality results and seamless virtual collaboration.

## Key Skills

- Virtual & Executive Assistance - Project & Task Management
- Administrative Coordination - Calendar & Email Scheduling
- Data Entry & Reporting (Excel, Sheets) - CRM Management (HubSpot, Zoho)
- AI-Powered Productivity (ChatGPT, Notion, Canva)
- Remote Team Collaboration - Social Media Scheduling & Canva
- Workflow Automation & Process Improvement - Client & Customer Support
- File management - Google Workspace, Microsoft 365
- Task Prioritization & Time Management
- Online Research & Documentation

## Professional Experience

### **Virtual Assistant (Remote / Freelance) | 2025 – Present**

- Provide comprehensive virtual administrative and project support to clients.
- Manage calendars, emails, meetings, and travel across multiple time zones.
- Streamline data entry & reporting using Excel / Google Sheets (100% accuracy).
- Coordinate projects in Asana & Trello, ensuring deadlines and deliverables are met.
- Spearheading social-media posting, engagement, and analytics to boost reach, resulting in over 90% audience engagement and following.
- Train clients on Zoom, Slack, and Calendly for better digital collaboration.
- Uphold confidentiality and clear communication in all interactions.

### **Administrative Support / Driver–Sales Assistant | Ngirabi Enterprises | Sept 2022 – Jul 2025**

- Streamlined with daily administrative, scheduling, and reporting operations.
- Maintained delivery, client, and inventory records with 100 % accuracy.
- Built tracking templates that improved workflow efficiency.
- Provided customer service & order support, raising satisfaction and retention.
- Coordinated sales logistics and ensured on-time deliveries.

### **Cashier & Customer Service Specialist | Mugeiyot Supermarket | Nov 2019 – May 2020**

- Delivered excellent customer service and sales support.
- Processed cash, card, and mobile payments with zero errors.
- Conducted inventory checks, restocking, and display organization.
- Worked with team members to meet daily sales & efficiency targets.

### **Industrial Attachment (Intern) | Rivatex East Africa Ltd | Sept – Nov 2019**

- Handled administrative documentation and reporting.
- Enhanced office workflow and cross-team coordination.
- Supported production in quality control and accurate data entry.
- Monitored production processes, identifying deviations and maintaining operational efficiency.
- Applied knowledge of industrial safety protocols, team collaboration, and continuous improvement principles to enhance workflow and meet performance targets.

## **Education**

- Diploma in Chemical Engineering - The Eldoret National Polytechnic (2018 - 2021)
- Virtual Assistance Certification in the Digital Age - ALX Africa (2025)
- AI Essentials for Career Acceleration - ALX Africa (2025)

## **Certifications**

- Virtual Assistant Professional Certification - ALX Africa
- AI Essentials for Career Acceleration - ALX Africa
- Microsoft Office Specialist (Excel, Word, PowerPoint)
- Valid Kenyan Driver's License (Class BCE)

## **Technical Tools & Platforms**

Microsoft Office Suite | Google Workspace | Asana | Trello | Slack | Zoom | Calendly | HubSpot CRM | Zoho CRM | Canva | ChatGpt | Notion | Facebook | Instagram | LinkedIn