

ANNABEL CYNTHIA KALUHI

ADMINISTRATIVE ASSISTANT | CUSTOMER SERVICE SUPPORT

Abuja, Nigeria | +234 906 512 0960 | annabelcynthia96@gmail.com

PROFESSIONAL SUMMARY

Organized and dependable administrative professional with 6+ years of experience supporting office operations, senior personnel, clients and diverse stakeholders across diplomatic, government, NGO and private-client settings. Skilled in professional communication, documentation, records management, scheduling, follow-ups and handling sensitive information with discretion. Holds a Digital Customer Service Certificate and brings a service-focused approach, careful attention to detail and the ability to coordinate competing priorities while keeping administrative processes running smoothly. Prepared to apply these transferable strengths to customer enquiries, call-centre support and day-to-day administrative duties.

KEY SKILLS

Customer Service Foundations • Professional Communication • Administrative Support • Client & Stakeholder Liaison • Documentation and Data Accuracy • Records and Filing Management • Follow-up and Coordination • Appointment and Meeting Scheduling • Report and Correspondence Preparation • Confidentiality and Discretion • Problem Follow-through • Microsoft Office • Google Workspace

PROFESSIONAL EXPERIENCE

Freelance Executive Assistant / Personal Assistant | *Private Clients* | Jan 2023 – Present

- Coordinate day-to-day administrative tasks, calendars, appointments and changing priorities to keep activities organized and on schedule.
- Communicate professionally with clients and other contacts, organize engagements, and ensure timely follow-ups.
- Prepare correspondence, reports, presentations and other documents with close attention to accuracy, clarity and detail.
- Maintain confidential records and handle sensitive information discreetly.
- Coordinate meetings, events, travel arrangements and related logistics.

Executive Assistant | *Kenya Mission to UNON & UNEP* | Jan 2019 – Feb 2022

- Provided administrative support to senior personnel, including scheduling, meeting coordination and follow-through across time zones.
- Prepared official correspondence, briefing notes, reports and other documents to support clear and timely communication.
- Coordinated with diplomats, UN officials and other stakeholders with tact, professionalism and a service-oriented approach.
- Maintained organized document-management and filing systems to support accurate record retrieval.
- Handled sensitive official information with a high level of confidentiality.

Visa Assistant | *Ministry of Foreign Affairs* | Dec 2016 – Dec 2018

- Processed visa applications and supporting documents accurately in line with established procedures.
- Reviewed documents for completeness, maintained orderly records and protected confidential applicant information.
- Liaised with embassies, consulates and immigration offices to support timely communication and application processing.

Administrative Assistant | *Action Against Hunger* | Jan 2016 – Dec 2016

- Supported daily office operations, documentation, travel logistics and records management.
- Assisted with administrative coordination and routine follow-up to help office activities run efficiently.

EDUCATION

Bachelor of Arts (B.A.), International Relations and Diplomacy

University of Nairobi, Kenya | 2012 – 2015

CERTIFICATION

Digital Customer Service Certificate | Generation Kenya | 2022

ADDITIONAL STRENGTHS

Reliable and discreet • Strong written communication • Organized and detail-oriented • Comfortable coordinating multiple tasks • Professional with diverse stakeholders