

METRINE ESENDI

Customer Service Professional | Virtual Assistant | Procurement Specialist

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PROFESSIONAL SUMMARY

Results-driven professional with a Diploma in Supply Chain Management and over 7 years of progressive experience across procurement, administrative support, virtual assistance, and customer service — including 4 years as a Procurement Assistant with Vihiga County Government, 2 years as a Virtual Assistant, and 1 year in Brand Ambassador and marketing roles. Adept at managing high-volume customer interactions via phone, email, and live chat while delivering consistent accuracy and professionalism. Proven track record in issue resolution, process compliance, data management, and building strong client relationships in both on-site and fully remote environments.

CORE COMPETENCIES

- Customer Service & Call Handling
- Phone, Email & Live Chat Support
- Problem Solving & Conflict Resolution
- Data Entry & Records Management
- Procurement & Supplier Coordination
- Virtual & Administrative Assistance
- Calendar & Schedule Management
- Multitasking & Time Management
- Client Engagement & Relationship Building
- Attention to Detail & Accuracy

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, Outlook)
- Microsoft Teams & Collaboration Tools
- Google Workspace (Docs, Sheets, Drive)
- Canva (Marketing & Design)
- Basic ERP Systems
- Fast & Accurate Data Entry

PROFESSIONAL EXPERIENCE

Procurement Assistant

4 Years

Vihiga County Government

- Managed end-to-end procurement processes from requisition through supplier coordination and delivery.
- Maintained comprehensive procurement records and documentation systems, ensuring full audit readiness.
- Liaised with finance and internal departments to align procurement activities with budgetary requirements.
- Ensured strict compliance with county procurement procedures and public sector regulations.
- Handled supplier communications, follow-ups, and dispute resolution to maintain strong vendor relationships.

Administrative / Virtual Assistant

2 Years

Remote (Freelance)

- Managed executive emails, calendars, and scheduling, ensuring zero missed appointments or deadlines.
- Handled client-facing communication via email and chat with professionalism and timely responses.
- Maintained digital records, reports, and documentation to support seamless remote operations.
- Provided reliable administrative and operational support to multiple clients across different time zones.
- Resolved client inquiries efficiently, consistently receiving positive feedback on responsiveness.

Brand Ambassador / Marketing Support

1 Year

Freelance

- Executed product activations, field promotions, and in-store demonstrations to drive brand awareness.
- Engaged customers directly, built rapport, and converted inquiries into product interest and sales.
- Resolved customer concerns on the spot, contributing to improved satisfaction scores.
- Collected and submitted structured customer feedback, informing brand strategy and service improvements.
- Represented brand values professionally across all public-facing interactions and promotional events.

KEY ACHIEVEMENTS

- Consistently maintained high data accuracy in procurement records, contributing to clean audit outcomes at Vihiga County Government.
- Handled multi-client workloads remotely without compromising quality or turnaround time as a Virtual Assistant.
- Improved customer satisfaction outcomes through proactive issue resolution and empathetic communication.
- Built a reputation for reliability and professionalism, resulting in repeat client engagements and strong referrals.
- Successfully managed competing priorities under pressure, delivering results on time across all roles.

EDUCATION

Diploma in Supply Chain Management

Sigalagala National Polytechnic

Grade: Credit

ADDITIONAL STRENGTHS

- Excellent written and verbal communication
- Fast learner and highly adaptable
- Strong organizational and multitasking abilities
- Customer-first mindset with high professionalism
- Works well independently and in team settings
- Comfortable in fast-paced, deadline-driven environments

REFERENCES

Available upon request.