

LYNN KENDI

Ndambukilynn@gmail.com +254729144290 Nairobi, Kenya

Creative and versatile professional with skills in strategic planning, corporate communications,digital marketing, and social media engagement. Experienced in managing correspondence, writing blogs ,and handling media relations. Adept at providing excellent customer service and finding effective solutions to customers' issues and complaints.

Areas of Expertise Include:

- ☐ Social Media Management
- ☐ Content Writing
- ☐ Basic graphic design
- ☐ Public Relations
- ☐ Digital Marketing
- ☐ Customer Service

WORK EXPERIENCE

Briefly Creative Agency April 2024 - To date

Virtual Assistant

- Scheduling Meetings and managing influencer calendars.
- Conducting research and compiling data for Influencer outreach.
- Assisting with social media content creation and curation
- Drafting professional emails and communication with influencers and brands.
- Maintaining and organizing influencer information and campaign documents.

Oigetit Fake News Filter Feb 2024 - To date

Social Media Manager

- Produce and edit original social media content on a daily basis to post on Instagram
- Collaborate with the team to create content on social media platforms
- Monitor analytics to identify viable ideas, trends, and growth patterns
- Participate in brainstorming sessions to share ideas, define strategy, and bring them to life.
- Keeping up with the latest news and finding articles that would be good to share on platform

Charleson Media Group May 2022 to Feb 2023

Executive Assistant

- Manage all correspondence including emails, calls, and relaying information on behalf of the CEO.
- Schedule and coordinate meetings and appointments for the CEO.
- Make travel arrangements for the CEO including booking flights, hotels, and ground transportation.
- Attend meetings on behalf of the CEO and provide detailed reports and updates.
- Draft emails and proposals on behalf of the CEO.
- Write blogs for the CEO's website and ensure that they are optimized for searchengines.
- Manage the CEO's social media channels and engage with followers.

- Build and maintain media relations to promote media features for the company and the CEO.
- Develop and execute SEO strategies to improve the visibility and ranking of the CEO's website.
- Monitor and analyze website traffic and engagement metrics to continuously improve the website's performance.

Mama Lucy Kibaki Hospital.

Jan - March 2020

Customer Service Executive

- Provide prompt and excellent customer service by responding to customer inquiries and acknowledging their concerns.
- Develop and maintain strong relationships with customers by providing support, information, and guidance.
- Handle customer complaints in a professional and efficient manner.
- Find effective solutions to customer issues and complaints.
- Monitor customer satisfaction levels and make recommendations for improvement.
- Maintain accurate records of customer interactions and transactions.
- Collaborate with other departments to ensure timely resolution of customer issues.
- Continuously improve customer service processes and procedures.
- Provide product and service information to customers and assist them in making informed decisions.
- Follow up with customers to ensure that their issues have been resolved to their satisfaction.

EDUCATION

Jomo Kenyatta University of Agriculture and Technology

Bsc.Corporate Communication and Management – 2017 – 2021

REFEREES

Available Upon Request.