



**My Portfolio**

**Marion**  
**Korgoren**

**Virtual Assistant**

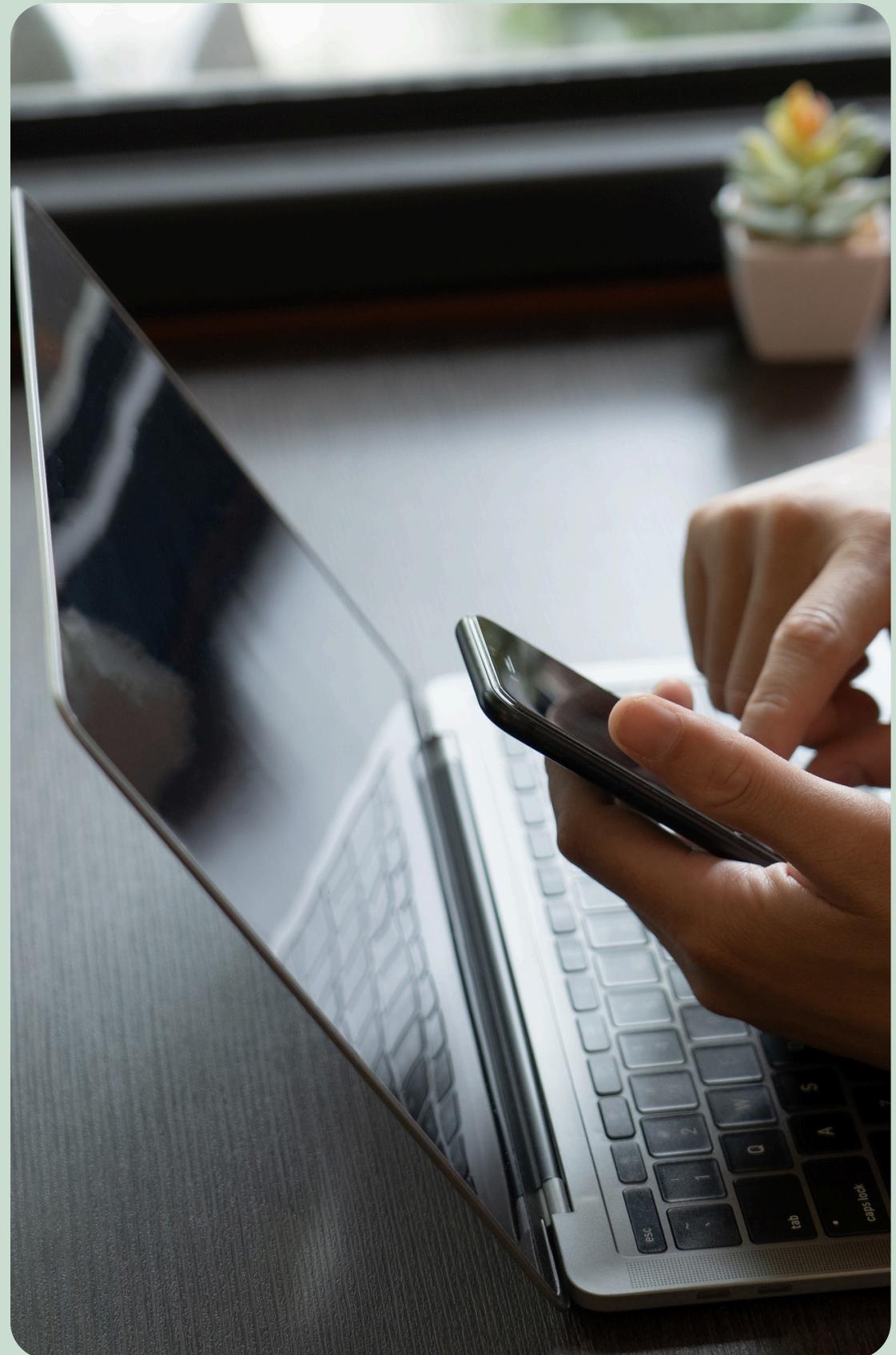
Efficiency at Your Fingertips – Your Reliable  
Virtual Assistant!

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[Marionkorgoren@gmail.com](mailto:Marionkorgoren@gmail.com)

## About Me

I am a highly organized and detail-oriented Virtual Assistant specializing in administrative support, data management, workflow automation, and social media management. I support businesses by streamlining operations through efficient email and calendar management, lead coordination, procurement, and client communication. With hands-on experience in CRM systems and project management tools, I ensure processes run smoothly and accurately. I also manage social media platforms by planning and scheduling content, engaging with audiences, and analyzing performance metrics to enhance online presence. As a proactive problem-solver with strong multitasking skills, I thrive in remote environments, delivering professional, reliable support tailored to your unique business needs.



# Experience

## **Virtual Assistant | Operations Assistant – School Project**

I successfully managed project deadlines and handled administrative tasks, including document organization, calendar management, and email correspondence. I ensured accurate data entry and maintained structured data systems for multiple class projects. I also coordinated lead inquiries, facilitated group communication, and followed up to ensure tasks were completed on time. Using Google Calendar and Microsoft Office Suite, I streamlined scheduling and task management, while Asana helped me keep workflows and deadlines organized.

## **CRM Management & Data Processing – School Project**

I managed student and faculty data entry, ensuring accuracy and timely updates. I worked with spreadsheets and databases to organize information, verify legal and contact details, and update records for multiple group assignments. I also utilized collaborative tools like Google Sheets for real-time data sharing and reporting, ensuring seamless teamwork and efficient data management.

# Education

**BSc. Physiotherapy**  
JKUAT

2022- Present

**Virtual assistance certification**  
ALX

August 2024 - October 2024

# Certifications

- ALX Virtual assistance Certification
- ALX AI Essentials Certification
- Asana Workflow Management Certification



# Skills

1. Administrative Support & Email Management
2. Calendar Scheduling & Task Prioritization
3. Data Entry & Processing
4. Lead & Sales Support
5. Customer & Internal Communications
6. Project Management (Asana Certified ,Trello, Monday.com)
7. Strong attention to detail, data management, invoicing
8. Social Media Strategy &Planning
9. Content Creation & Curation
10. Community Engagement
11. Social Media Analytics & Performance Tracking

# Tools



# Virtual Assistance Strategy

## 1. Administrative Support & Task Management

Efficient administrative support ensures smooth daily operations by handling scheduling, emails, and document organization. The goal is to streamline tasks, reduce inefficiencies, and allow businesses to focus on growth.

### Key Steps to Effective Administrative Management:

- Organize and Prioritize Tasks – Utilize digital tools like Asana or Trello for structured task management.
- Manage Email Communications – Implement an inbox management system to categorize, prioritize, and automate responses.
- Calendar and Appointment Scheduling – Use Google Calendar or Microsoft Outlook to manage schedules efficiently.
- Document Storage and Organization – Utilize cloud-based solutions like Google Drive or OneDrive for easy document access.
- Standard Operating Procedures (SOPs) – Develop templates and workflow processes for efficiency and consistency.



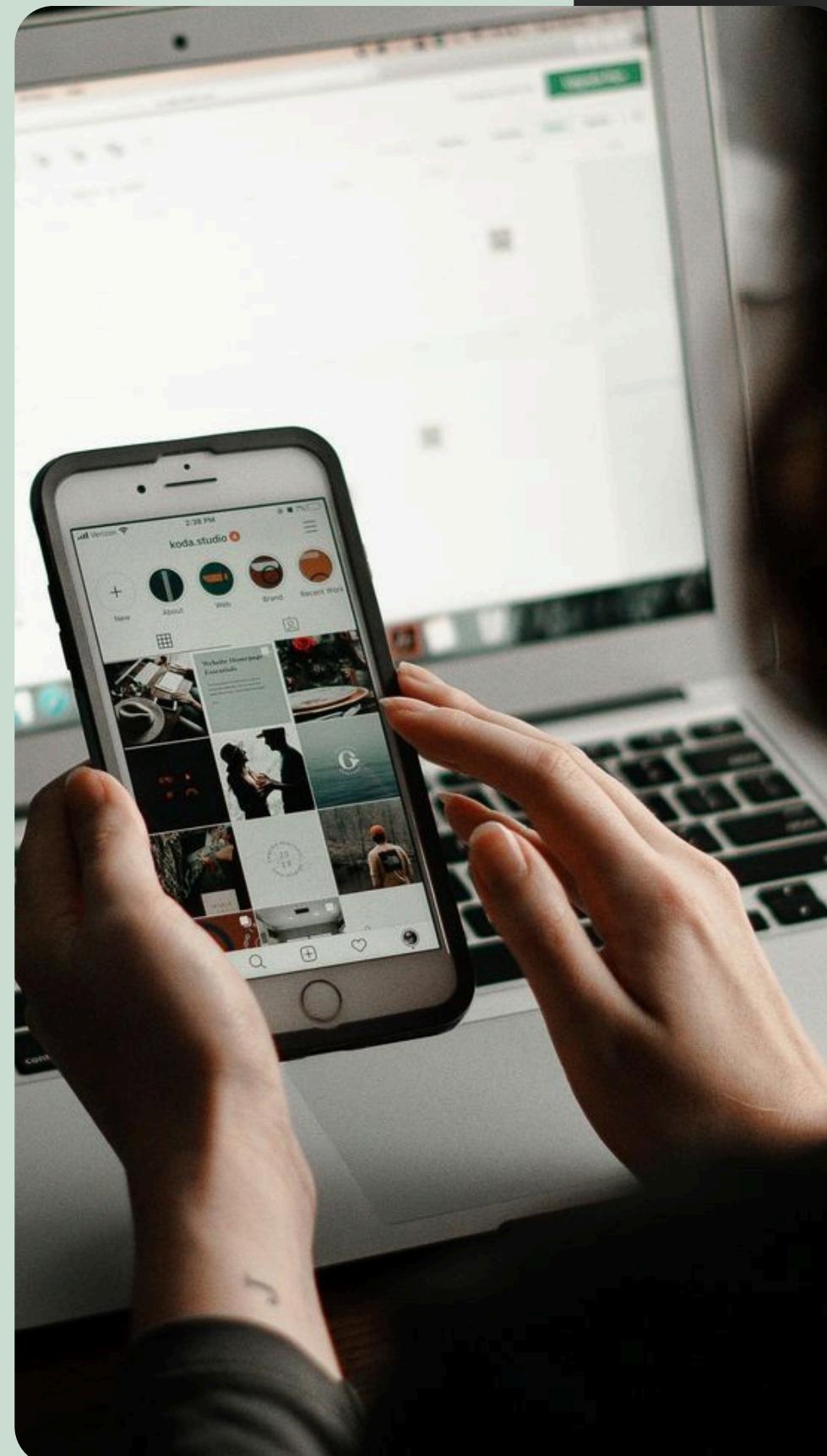
## 2. Social Media Strategy

### Content Creation & Community Engagement

Creating valuable content and fostering genuine connections online is essential for brand growth and audience loyalty..

### Steps to Effective Social Media Management:

- Define Brand Voice & Aesthetic – Maintain consistent visuals, tone, and messaging across platforms.
- Plan Content Ahead – Use content calendars to align posts with campaigns, launches, or trends.
- Leverage Platform Features – Utilize Stories, Reels, Polls, and Hashtags to increase visibility and interaction.
- Engage Consistently – Reply to comments, DMs, and engage with followers' content to build community trust.
- Track & Analyze Performance – Use insights to monitor reach, engagement, and growth, then refine strategy accordingly.



### 3. Data Entry & CRM Management

Maintaining clean, accurate, and well-structured data is crucial for business decision-making and client relationship management.

#### Steps to Effective Data Entry & CRM Utilization:

- Select the Right CRM Platform – Use Zoho, HubSpot, or Salesforce to store and manage client interactions.
- Maintain Accurate Data – Regularly clean and update CRM databases to prevent duplication or errors.
- Automate Follow-ups & Workflows – Implement workflow automation for lead nurturing and customer engagement.
- Track Performance Metrics – Analyze customer interactions and generate reports to measure CRM efficiency.



## 4. Procurement & Order Coordination

Objective: Ensure seamless procurement processes and order fulfillment.

Approach:

- Handle purchase orders, cross-checking details with sales and supplier invoices.
- Maintain supplier relationships by ensuring timely order placements and follow-ups.
- Keep accurate records of procurement activities for financial reconciliation and inventory tracking.



## 5. Customer & Internal Communication Management

Objective: Enhance communication strategies to improve customer satisfaction and internal collaboration.

Approach:

- Draft and send automated emails for key events (e.g., birthdays, holiday updates).
- Manage customer inquiries and escalate issues promptly to the appropriate departments.
- Ensure team collaboration through clear and structured communication channels.

# Why Choose My Virtual Assistance Services?

- ✓ Highly organized and detail-oriented approach to business operations.
- ✓ Proficient in CRM, automation, and financial reconciliation tools.
- ✓ Strong problem-solving skills with a proactive mindset.
- ✓ Commitment to improving workflow efficiency and streamlining operations.

## Contact details

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# Thank You

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