

HYLEASE ASENA

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OBJECTIVE: To leverage my skills in administrative support, Excel proficiency, and client management as an Administrative Assistant.

PROFESSIONAL SUMMARY:

- Developed an Excel program to streamline client account tracking, contact details and management contracts.
- Created and maintained a monthly commission and expense sheet used by auditors resulting in an 80% increase in efficiency since joining.
- Improved statement processing time consistently completing client statements by the 25th of each month achieving a 95% improvement over previous years.
- Achieved a 98% rental collection rate on assigned properties surpassing company targets of 70%.
- Implemented a fillable form for directors to use when paying workers enhancing tracking accuracy and contributing to an 80% improvement in operational smoothness.
- Introduced a duty roster system for weekend shifts replacing ad-hoc scheduling methods and improving employee duty awareness and productivity by 40%.

WORK EXPERIENCE.

PROFESSIONAL EXPERIENCE

Administrative Assistant

Treedee Properties Limited — March 2019 to Present

- Managed property data and rent payments ensuring accurate and timely client statements.
- Improved document retrieval time by 30% through the implementation of a more efficient filing system.
- Processed rent payments with a 98% accuracy rate ensuring timely payments via banking cheques.
- Proactively communicated with tenants to address delayed rent payments ensuring a stable cash flow.
- Updated monthly commission and expense Excel sheets to provide precise financial data to auditors.
- Optimized office procurement processes reducing supply costs for stationery and food by 15%.
- Scheduled weekend duties for employees improving operational efficiency and task allocation.

Administrative/Virtual Assistant

Part Time Freelancer, Upwork — August 2024 to Present

- Provide a range of administrative services, including inbox management, calendar coordination and travel bookings.
- Manage events and project timelines ensuring that deadlines and expectations are consistently met.
- Offer general office administration duties, assisting clients with day-to-day administrative tasks.
- Demonstrate excellent communication skills by interacting with clients to ensure all needs are met.

EDUCATION

Degree in Bachelor of Science, Agribusiness Management with IT.

From September 2013 to December 2017 at Maseno University.

Graduated with 2nd Class Upper Honor Division on 15th December 2017.

TRAINEE PROGRAM.

Customer Representative Program from June 2018 to August 2018.

Awarded a completion and successful candidate certificate.

PROFESSIONAL SKILLS & TOOLS.

- Microsoft Office Suite (Word, Excel, Power Point, Outlook)
- Google Workspace (Docs, Sheets, Slides, Gmail & Calendar)
- Database Management (CRM Software- Hubspot and Salesforce)
- Communication tools (Zoom, Skype & Slack)
- File Management (Google Drive, Drop box & One drive)
- Administrative skills (Calendar management, Travel co-ordination, Event Planning, Data Entry)
- Other skills (Client relations, Project management, Document Filling, Task scheduling, Procurement management)

LANGUAGES.

- English (Fluent)
- Swahili (Fluent)

REFEREES.

Teresiah Wachai - CEO Treedee Properties

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