

# MILLICENT WANJIKU

## Operations Assistant | Workflow Systems, SOPs & Executive Support

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[LinkedIn](#) | [Portfolio](#)

### PROFESSIONAL SUMMARY

Operations Assistant with 5+ years of experience building the systems that keep teams and executives running: SOPs, CRM and records management, project tracking, and workflow automation. Experience across real estate, brand strategy and creative consultancy, healthcare, and nonprofit environments. Known for spotting recurring problems, documenting a better way, and following through. Co-founded a company from scratch.

### CORE SKILLS

**Operations & Process:** SOP and process documentation, workflow design, process improvement, checklists and handovers, deadline management

**Systems & Data:** CRM management, records and database management, project and task tracking, Zapier and Make automation

**Admin & Executive Support:** Invoicing, bookkeeping support, document organization, calendar and inbox management, travel and event coordination

**Tools:** Google Workspace, Microsoft Office, Asana, ClickUp, Notion, Trello, Slack, Zoom, Calendly, HubSpot, GoHighLevel, HoneyBook, QuickBooks Online, Xero, Zapier, Make, Canva, Flodesk, Metricool, JaneApp, ChatGPT

### PROFESSIONAL EXPERIENCE

**Virtual Assistant (Upwork Contract)** | US-Based Mental Health Practice, Remote Jan 2026 – May 2026

- Identified recurring task gaps and built more organized workflows for daily operations.
- Maintained invoices, documentation, and task trackers, and managed scheduling and client records in JaneApp.

**Career Break** Jun 2026 – Aug 2026

**Executive Virtual Assistant** | Fearless Foundry, Seattle, USA (Remote) Dec 2024 – Dec 2025

- Created SOPs and streamlined agency workflows, reducing delays and improving project flow across teams.
- Partnered with cross-functional teams so marketing content, campaigns, and events shipped on time.
- Coordinated a branded podcast end to end and planned stakeholder events, executive dinners, and travel.
- Managed the CEO's calendar, inbox, and stakeholder communications; sent weekly Flodesk newsletters.

**Executive Virtual Assistant to the CEO** | Lloyd Jones LLC, Texas, USA (Remote) Sep 2023 – Mar 2025

- Built and maintained a 20+ opportunity acquisition pipeline in the CRM, tracking deals through due diligence and closing.
- Conducted market research and preliminary underwriting for acquisitions exceeding \$1M.
- Coordinated 50+ meetings per month across time zones and triaged 100+ emails per week.
- Streamlined operations using Asana, Google Workspace, HubSpot, and Canva.

**Virtual Assistant & Customer Service Executive** | Underdog Fantasy Sports, New York, USA (Remote) Jul 2022 – Jul 2024

- Partnered cross-functionally to fix recurring process issues, improving record accuracy and consistency by 26%.
- Managed high-volume customer interactions by email and chat with accurate CRM records.

**Executive Assistant & Program Officer** | Elimisha Watoto Foundation, Nairobi, Kenya Apr 2021 – Jun 2023

- Wrote SOPs, compliance checklists, and core documentation from scratch and built 6 databases for student, donor, and program data.
- Coordinated the foundation's launch end to end, including vendors, guests, and agenda, with zero critical failures.
- Primary contact for 15+ stakeholders and liaison for 200+ students, improving engagement by 15%.

**Co-Founder & Program Manager** | Little Gurus, Nairobi, Kenya Jan 2019 – Sep 2024

- Oversaw operations for a financial literacy company: 32 trainings per quarter, 500+ participants, and 300% user growth in two years.

### EDUCATION & CERTIFICATIONS

**Bachelor of Economics and Finance**, Kenyatta University 2017

**Certifications:** Virtually Versed VA Bootcamp (2026) | Executive Business Assistant Certificate, MTF Institute (2026) | Virtual Assistance Skills in the Digital Age, ALX (2025)