

Jessica M. Kennedy

Virtual Assistant | Remote Administrative & Executive Support

Accra, Ghana (Open to Remote, Global Roles) | +233 243 830 646 | kennedyjessica24@gmail.com

PROFESSIONAL SUMMARY

Organized Virtual Assistant with hands-on experience in email and calendar management, client communication, data entry, and document preparation. Comfortable coordinating schedules, researching information, and keeping remote workflows on track for busy teams. Brings a Development Management degree together with National Service experience in procurement and client service, plus HR internship experience, to deliver dependable, detail-focused support. Proficient in Google Workspace, Microsoft Office, and everyday AI productivity tools, with a strong track record for confidentiality, accuracy, and clear communication.

VIRTUAL ASSISTANT SKILLS

- Email and inbox management
- Calendar and meeting scheduling
- Administrative and executive support
- Customer communication
- Data entry and spreadsheet management
- Online research
- Document preparation and formatting
- File and records management
- Travel research and itinerary planning
- Project and task coordination
- Canva design support
- Confidential information handling

TOOLS

Google Workspace, Microsoft Office, Canva, Zoom, Google Meet, Trello, Asana, ChatGPT, Gemini, Claude, Perplexity, Grammarly

PROFESSIONAL EXPERIENCE

National Service Personnel — Procurement & Client Service

2024 - 2025

Regional Coordinating Council, Wa, Upper West Region, Ghana

- Provided administrative support for daily procurement and office operations, helping maintain organized workflows and accurate documentation.
- Responded to client inquiries professionally, shared relevant information, and directed requests to the appropriate departments.
- Organized and maintained office records, keeping documents properly filed, accessible, and handled confidentially.
- Prepared official documents using Microsoft Word and Excel.

- Collaborated with staff to keep office operations running smoothly.
- Maintained accuracy and discretion while handling confidential information.

Human Resource Intern

2023

Ghana Water Company Limited (GWCL), Ghana

- Assisted with employee records management and HR documentation.
- Organized personnel files and maintained accurate records.
- Supported administrative tasks within the Human Resource Department.
- Helped with filing, document preparation, and office organization.
- Gained practical experience in professional office procedures.

EDUCATION

Bachelor of Science (BSc) in Development Management

University of Business and Integrated Development Studies (UBIDS) — 2024

VIRTUAL ASSISTANT TRAINING & PROJECTS

Completed hands-on virtual assistant training covering remote administrative support, including organizing sample email inboxes with labels, folders, and priority systems; managing calendars, appointments, and meeting schedules; researching and building travel itineraries; drafting professional customer service responses; conducting online research and presenting findings in organized documents; organizing information in Google Sheets; and creating administrative documents and presentations using Google Workspace and Canva.

CERTIFICATIONS

- Virtual Assistant Course — Alison (Completed)
- Virtual Assistant Course — TrainyX (Completed)