LORRAINE NINSIIMA

EXECUTIVE ASSISTANT | EXECUTIVE VIRTUAL ASSISTANT | BUSINESS & OPERATIONS SUPPORT

Jersey, United Kingdom | +44 7829 883196 | lorraine@lorraineninsiima.com
Portfolio: lorraineninsiima.com | LinkedIn: linkedin.com/in/lorraine-ninsiima

PROFESSIONAL PROFILE

Proactive Executive Assistant with 5+ years' experience supporting business owners, executives and senior stakeholders remotely across the USA, UK and Australia. Skilled in diary and inbox management, executive correspondence, meeting coordination and minute-taking, travel and logistics, and keeping records, deadlines and follow-ups on track. Comfortable supporting several stakeholders at once, adapting quickly to different tools and working styles, and anticipating needs before being asked. Handles confidential information with discretion and takes genuine ownership of tasks handed over, so executives can delegate with confidence. Strong digital fluency across Microsoft Office, Google Workspace, HubSpot, Zoho CRM, Canva and task platforms including Asana, Notion, Monday.com, ClickUp and Trello.

CORE COMPETENCIES

- Executive & Diary Management
- Inbox & Correspondence Management
- Meeting Support & Minute-Taking
- Travel & Logistics Coordination
- Report & Presentation Preparation
- Confidential Information Handling
- Stakeholder & Client Communication
- Task, Project & Workflow Coordination
- CRM & Database Management
- Document & Records Management
- Process Improvement & Remote Collaboration
- Social Media Content Creation & Scheduling

DIGITAL TOOLS & SYSTEMS

- **Microsoft Office:** Outlook • Word • Excel • PowerPoint • Teams
- **Google Workspace:** Gmail • Google Calendar • Google Docs • Google Sheets • Google Drive
- **CRM:** HubSpot • Zoho CRM • Follow Up Boss (FUB)
- **Design & Social Media:** Canva • Instagram • Facebook • Google Business Profile
- **Task & Workflow Management:** Asana • Notion • Monday.com • ClickUp • Trello
- **Other:** Digital records and document management systems • AI-assisted drafting tools (ChatGPT, Claude)

PROFESSIONAL EXPERIENCE

Executive Virtual Assistant | Remote

October 2025 to Present | USA, UK and Australian clients

- Manage clients' inboxes and calendars, prioritising enquiries, scheduling meetings and confirming appointments across time zones.
- Draft professional correspondence and handle day-to-day communication with clients, partners and contractors.
- Track deadlines, documents and outstanding actions, following up proactively through to completion.
- Prepare and update documents, reports and supporting information for client review.
- Keep CRM contact records current and follow up with contacts on the client's behalf.
- Handle confidential client and business information with discretion.
- Create and schedule social media posts and graphics in Canva to support marketing.

Executive Assistant | Fiverr, Remote

October 2024 to November 2025 | Full-time

- Provided remote executive administration and support to clients across multiple industries.
- Managed complex calendars and inboxes, prioritising and actioning items on behalf of clients.
- Drafted correspondence and handled day-to-day client communication.
- Coordinated travel and logistics arrangements for clients and their teams.
- Maintained records and supporting documentation across client workstreams.
- Handled confidential business and personal information with discretion across every engagement.

Executive Assistant | Office Beacon LLC, Remote

February 2024 to December 2024

- Provided dedicated remote executive assistance and senior stakeholder support as part of Office Beacon's global staffing model.
- Managed complex calendars and diaries, scheduling and prioritising meetings across time zones.
- Monitored and managed executive inboxes, drafting and screening correspondence.
- Handled executive correspondence and coordinated meetings, agendas and follow-ups.
- Maintained CRM records and supported day-to-day business operations.
- Tracked actions and deadlines, following up proactively to keep priorities on schedule.
- Handled confidential client and business information with professionalism and discretion.
- Adapted quickly to client-specific systems, tools and ways of working.

Customer Service Officer / E-Channels | NSSF

2021 to 2024

- Provided administrative, customer and digital support through email, face-to-face and online channels.
- Managed a high volume of enquiries, requests and follow-ups while maintaining accurate records.
- Drafted clear, professional email responses and customer correspondence.
- Coordinated departmental, sectional and legal meetings, including scheduling and supporting documentation.
- Organised presentations, refresher training sessions and related administrative arrangements.
- Maintained confidentiality and handled sensitive customer and organisational information appropriately.

EDUCATION & QUALIFICATIONS

Bachelor of Commerce, Makerere University

PROFESSIONAL STRENGTHS

- **Organised:** Keeps tasks, records and deadlines structured and visible.
- **Proactive:** Follows up without needing constant supervision.
- **Detail-focused:** Checks information carefully and maintains high standards of accuracy.
- **Adaptable:** Learns new software, processes and ways of working quickly.
- **Professional:** Communicates clearly and handles confidential information with discretion.
- **Trusted:** Builds strong working relationships and takes ownership of tasks once handed over.