

EDUCATION

Advanced Virtual Assistant Certificate, African Leadership X
2022

Petroleum Engineering Technology,
Federal University of Technology,
Owerri.
2015-2021

SKILLS

- Organizational skills
- Customer Service
- Transcribing
- Inbox & Calendar Management
- Time Management
- Excellent Communication
- Project Management
- Google Workspace (Advanced)
- Research skills
- Written Correspondence
- Proactiveness
- Multitasking skills
- Itinerary & Event Planning

LANGUAGES

English: Native Proficiency

Italian: Basic Proficiency

SUMMARY

- Diligent and self-motivated professional virtual assistant with 3+ years of experience in organizational and administrative tasks such as project management, calendar management, itinerary planning, written email copies, etc.
- Strong ability to meet deadlines with little to no supervision.
- Revels at providing exceptional client service; particularly adept at dealing with difficult customers.

WORK EXPERIENCE

Client Relationship Manager 2021 - 2022
Edazytech Integrated Services, Akwa Ibom (Remote)

- Maintained professional and productive relationships with clients by automating email updates and scheduling checkups, driving the retention rate of our old and new clientele up to 80%.
- Performed extensive market research on new products from leading competitors using the qualitative research method, leading to significant changes that brought a 55% increase in customer satisfaction.
- Supervised a marketing campaign project by devising an actionable project plan, resulting in a clear and concise project plan which was well executed.

Social Media Marketer 2020 - 2021
Zillian Group, Canada (Remote)

- Created and executed marketing campaigns that led to an increase in the company's online visibility and awareness by 1500%.
- Formulated weekly reports using G-sheets and G-Slides, resulting in a well-built company database for future

HOBBIES AND INTERESTS

Writing

Learning new languages

Making Art

reference.

- Devised a targeted plan sheet for keeping up with new and cold clients, leading to a 68% increase in customer retention rate.

Virtual Assistant

2019 - 2020

Glow Beauty Cosmetics, Owerri

- Formulated a working system for the company's incoming and outgoing emails, which cut down reply delays by 70% and increased client satisfaction by 60%.
- Organized the company's calendar for events and fairs using calendar management methods, which reduced the company's inefficiency to keep up with programs by 70%.
- Executed good customer service to new and old clients through bi-weekly and monthly check-ins and updates, leading to an increase in our clientele by 50%.