



# Frances Ebuehi

## virtual assistant

Highly motivated and experienced virtual assistant seeking a challenging role in a dynamic organization. Dedicated to providing exceptional administrative and organizational support to ensure seamless operations and enhance productivity. Possessing excellent communication, time management, and problem-solving skills to deliver outstanding results.

### Contact

Phone  
+2349070700488

Email  
francesebuehi8@gmail.com

Address  
Andrew Wilson  
Housing Estate, Benin  
City

### Education

2015-2019

**Bsc Accounting**  
Ambrose Alli  
University,

Ekpoma  
**Expertise**

Strong typing speed and accuracy

Excellent written communication skills

Ability to multitask

Proficient in various chat software and CRM tools

### Language

English

### Experience: 4 years

2019 - 2022

#### Aissy group of companies

Remote chat operator

- Strong typing speed and accuracy with excellent written communication skills
- Proven ability to multitask and prioritize while handling multiple chats
- Experience with various chat software and customer relationship management tools
- Familiarity with Microsoft Word and spreadsheet
- Answered customer inquiries via phone and mail
- Resolved issues related to product and service offerings

2017 - 2019

#### Jallon Xchange

Chat operator

- Responded to customer inquiries via chat, email and phone
- Provided customer support and resolved issues in a timely and efficient manner
- Handled an average of 100 chats per hour while maintaining high customer satisfaction ratings
- Utilized various chat software and CRM tools to manage customer interactions
- Participated in training sessions and provided feedback on improving customer support processes

### Certificates & Awards

Google my business  
awarded on April 2023

Canva certificate  
awarded on April 2023

Alison awards on customer service  
awarded on April 2023