

# VERONICA BASSEY

Address: Abuja, Nigeria. | Phone No. +234 816 815 5838 | Email: [veronicagregorybassey@gmail.com](mailto:veronicagregorybassey@gmail.com)

LinkedIn: <https://www.linkedin.com/in/veronica-bassey-93ba1a199>

## CUSTOMER SERVICE | EXECUTIVE & VIRTUAL ASSISTANT

### EDUCATION

#### Bachelor of Science (B.Sc)

Economics

Caleb University

Lagos State, Nigeria.

[www.calebuniversity.edu.ng/](http://www.calebuniversity.edu.ng/)

2019.

### CORE EXPERTISE

- ❖ Account Management
- ❖ Virtual Assistance
- ❖ Customer Service
- ❖ Executive Admin Assistance
- ❖ Executive Support
- ❖ Diary Management
- ❖ Travel Arrangements
- ❖ Customer Relationship Mgt.
- ❖ Event Management
- ❖ Customer Satisfaction
- ❖ Customer Retention
- ❖ Business-to-Business
- ❖ Sales Management
- ❖ Solution Selling
- ❖ Sales, Negotiation
- ❖ Business Strategy
- ❖ Microsoft Access
- ❖ Administrative Assistance
- ❖ Office Administration
- ❖ Event Planning
- ❖ Customer Interaction
- ❖ Branding
- ❖ Advertising
- ❖ Public Relations
- ❖ Media Relations
- ❖ Corporate Communications
- ❖ Direct Sales
- ❖ Marketing

### CAREER SUMMARY

- ❖ Background in customer service, sales, and executive assistant with a proven record of increasing customer retention rate by 56% generating £23000 through strategic relations, organizing workflow, and managing itineraries for over 5 executives with a trackable increase in efficiency.
- ❖ Competent negotiation & communication skills to achieve stellar results.

### CAREER HIGHLIGHTS

1. Improved customer satisfaction to 95% using CRM and customer service.
2. Initiated 3+ strategies that increased the seamless flow of communication.
3. Generated £23000 from establishing relationships with clients & prospects
4. Managed scheduling and itinerary of 5+ executives with a seamless flow.
5. Commended for 75% productivity and ability to manage multiple tasks.

### PROFESSIONAL EXPERIENCE

#### Sales Representative/Media & Comms. Officer Mar 2022 – Date.

Due Dons Nigeria Limited | <https://duedons.com/>

- Assist clients from registration to the point of the purchase journey.
- Profer financial advice to key clients on the best investments to make.
- Fostered cordial relationship between the company and its public.
- Create content for the website, proposals, and social media accounts.
- Identified customer issues and resolved them to promote sales goals.
- Improved customer satisfaction to 95% using CRM and customer service.
- Prepared and promoted press releases, proposals, PSAs, etc, for branding.
- Initiated 3+ strategies that increased the seamless flow of communication.
- Generated £23000 from establishing relationships with clients & prospects

#### Front Clerk/Executive Assistant Mar 2021 – Feb 2022.

Federal Government Housing Loans Board

- Provided excellent customer service to ensure customer satisfaction.
- Maintained contract and official records logging them to the database.
- Responded to calls and routed them to the relevant parties where necessary
- Synchronized & managed workflow between 100+ offline & onsite teams.
- Commended for 95% productivity and ability to manage multiple tasks.
- Managed scheduling and itinerary of 5+ executives with a seamless flow.

#### Telesales /Customer Care Representative Sep 2018 – Aug 2020.

IrokoTV | <https://irokotv.com/>

- Generated sales worth N400,000 by Q3 on behalf of the company.
- Promoted in three months from contract staff to company's full staff.
- Handled questions, resolved complaints & ensured proper follow-up.
- Maintained a positive empathic attitude towards all customers at all times.
- Boosted customer retention rate to 56% through excellent customer service.
- Managed records of all calls, customer interactions, comments and sales.

## PROFESSIONAL SKILLS

---

- Verbal Communication
- Interpersonal Skills
- Patience and Compassion
- Decision Making
- Team Leadership
- Attention to detail
- Prioritize, Self-motivated
- Organizational skills
- Change Management
- Oral & Verbal Communication
- Innovation and Motivation
- Creativity, Analytical Thinking

## PROFESSIONAL EXPERIENCE

---

### Executive Assistant

Aug 2017 – Oct 2017.

### Sub Consulting

---

- Established and maintained relationships with 100+ customers & groups.
- Acted as point of contact in dealing with correspondence and phone calls.
- Built and maintained a positive public and brand image for the executive.
- Actively participated in multiple media relations & management projects.

## COURSES/TRAINING

---

- **Digital Marketing Fundamentals** – IIIDE (The Digital School) 2022.
- **The Fundamentals of Digital Marketing** – Google Digital Garage 2020.