**Nmesoma Nebeolisa**

 Onitsha, Anambra Nigeria

 +234-8052710326 – Nebeolisasoma@gmail.com

 **Virtual Assistant || Administrative Assistant**

**PROFESSIONAL SUMMARY**

Detail-oriented office support professional with vast experience providing reliable and efficient administrative support to executives, managers, and teams. Proven track record of providing excellent customer service and facilitating day-to-day operations. Adept at managing and coordinating office operations, as well as utilizing strong organizational and communication skills to build effective working relationships.

**SKILLS**

* PowerPoint Presentations
* Meeting Leadership
* Office Supplies and Inventory
* Employee Timesheet Processing
* Email Management
* Administrative Duties
* Microsoft Office
* Schedule Preparation
* Meeting Documentation
* Administrative Procedures

**EXPERIENCE**

**VIRTUAL ASSISTANT — Redemption Teaching Organization** Anambra, *May 2015 - February 2017*

* Responded to emails promptly while providing accurate information.
* Handled confidential information with discretion.
* Utilized Microsoft Office Suite proficiently for document creation and editing purposes.
* Provided administrative support to ensure efficient operation of the office.
* Conducted online searches to locate relevant resources or information requested by clients or colleagues.
* Assisted in the preparation of presentations, documents, and other materials needed for meetings.
* Maintained an up-to-date filing system to ensure easy access to documents when needed.
* Developed and maintained customer relationships, ensuring a high level of customer satisfaction.
* Performed research tasks related to projects or initiatives assigned by the management team.

 **ADMINISTRATIVE ASSISTANT — Fidelity Bank plc** Onitsha, Anambra, *May 2018 - Present*

* Maintained files and filing, keeping sensitive information confidential.
* Answered phone calls, directed inquiries to appropriate personnel, and responded to customer requests promptly.
* Provided administrative support to management staff, including scheduling meetings and appointments, preparing agendas, taking minutes, and maintaining records.
* Assisted in the preparation of presentations using Microsoft Office Suite applications such as Word, Excel, and PowerPoint.
* Maintained database of client contact information with accuracy and attention to detail.
* Assisted the executive management team in making informed decisions by providing timely and accurate administrative support.
* Scheduled and confirmed appointments for clients or customers.

**EDUCATION**

**BACHELOR OF SCIENCE (B.S.) IN COMPUTER SCIENCE— University of Port-Harcourt**

Rivers, *Feb 2014*

**CERTIFICATIONS**

* Virtual Assistant Certification
* Microsoft Office Specialist (MOS) Certification

**REFERENCES**

**Cynthia Orji — Fidelity Bank Plc**Marketer*Colleague***Phone**08033381661**Email**cynthia.orji@fidelity.ng

**Damien Orizu — Fidelity Bank Plc** Managing Director*Colleague***Phone**08033106879**Email**Damian.orizu@fidelity.ng

**LANGUAGES**

* **English:** Fluent