

ABUJA, NIGERIA.

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AFOLABI EUNICE MONIOLUWA

PROFESSIONAL SUMMARY

Detail-oriented Virtual Assistant with 3+ years of experience in administrative support, calendar management, email correspondence, and CRM tools like HubSpot and Gorgias. Skilled in optimizing workflows, ensuring confidentiality, and delivering exceptional results in remote, fast-paced environments. Known for reliability, excellent communication, enhancing team productivity, strong organizational and time management skills with a focus on delivering high-quality work and excellent customer service.

CORE SKILLS

- Email and phone communication
- Scheduling and calendar management
- Travel and accommodation arrangements
- MS Office (Word, Excel, PowerPoint)
- Google Calendar
- Market research and report generation
- Strong organizational and time management skills
- Virtual collaboration tools (e.g., Slack, Zoom)
- Project management software (e.g., Asana, Trello)
- Document management systems (e.g., Dropbox, Google Drive)
- Data entry and management
- Customer relationship management
- Task prioritization
- Problem-solving
- Adaptability and flexibility
- Confidentiality and data protection

PROFESSIONAL EXPERIENCE

Virtual Assistant, Chrispeter International Event Center, Osun State, Nigeria.

February 2021 – June 2024

- Managed client calendars, scheduled meetings, and coordinated travel arrangements, ensuring timely and efficient management of deadlines and appointments.
- Handled daily email communications, including sorting incoming messages and responding to client inquiries, leading to a 70% reduction in inbox clutter and improved response times.
- Created, edited, and proofread documents, reports, and presentations with a focus on maintaining high accuracy and professionalism.

- Delivered exceptional customer service by addressing client concerns, resolving issues swiftly, and fostering positive client relationships.
- Accurately entered, updated, and maintained client databases, ensuring data accuracy, organization.

Key Achievement :

- Increased efficiency by organizing and automating scheduling processes, leading to a 20% reduction in scheduling conflicts and improved team productivity.
- Reduced email response times by 50%, streamlining communication and enhancing client satisfaction through consistent follow-ups.
- Successfully coordinated travel and accommodation for my client monthly, ensuring all logistics were managed within tight deadlines and client preferences

Executive Virtual Assistant, Bebe's Apparel, Lagos State, Nigeria.

July 2023- August 2024

- Provided comprehensive administrative support, effectively managing schedules, email correspondence, and routine tasks to ensure smooth daily operations.
- Conducted thorough research on diverse topics, compiling relevant data into clear and concise summaries for client use in decision-making processes.
- Assisted in organizing and executing virtual events, including webinars and online workshops, by coordinating with attendees, preparing materials, and managing logistics for seamless event delivery.
- Enhanced customer satisfaction by analyzing feedback and implementing improvements based on insights from target audience responses.
- Successfully completed additional tasks and special duties as assigned, demonstrating flexibility and adaptability to client and team needs.

Key Achievement:

- Assisted in the management of client databases, improving data accuracy and reducing errors by 15%.
- Played a pivotal role in improving customer service satisfaction rates by 25% through timely communication and proactive issue resolution.
- Spearheaded the creation of client-ready presentations, enhancing the team's ability to deliver high-quality, professional presentations, resulting in a 15% increase in client retention.
- Managed multiple priorities and met deadlines for 95% of assigned tasks, ensuring smooth project execution under minimal supervision.
- Streamlined administrative processes, reducing task completion time by 30%, enabling clients to focus more on core business activities and improve operational efficiency.
- Successfully managed 50+ virtual events and meetings, receiving positive feedback from attendees and stakeholders for excellent coordination and execution.

Customer Service Representative, Acorn Insurance brokers Limited, Lagos State, Nigeria.

March 2023 – August 2024

Job Description:

- Engaged with clients to manage customer success interactions, increasing subscription renewals by 12%.
- Worked closely with customer support teams to improve onboarding processes, enhancing client retention and satisfaction.

Key Achievement:

- Improved team workflows through effective onboarding of new agents, contributing to improved customer satisfaction metrics.

EDUCATION

Bachelor of Science in Microbiology, Second Class Honors
University of Medical Science, Ondo, Ondo State, Nigeria. - **2022**