Lordrapz

Customer Service / Virtual Assistant / Data Entry Specialist
Email: contactlordrapz@gmail.com | Location: Remote (Nigeria)

SUMMARY

Detail-oriented and people-friendly Customer Service and Virtual Assistant professional with strong data entry, email and chat support, and social media administration experience. Fast learner, tech savvy, and calm under pressure. Available for immediate remote work.

CORE SKILLS

- Customer support: email, live chat, social DMs
- Data entry and spreadsheet management (Excel, Google Sheets)
- CRM and ticketing basics (Zendesk, Freshdesk, Help Scout)
- Calendar and inbox management
- Social media scheduling and basic copywriting
- Fast typing speed and high accuracy
- Research, documentation, SOP creation

EXPERIENCE

Virtual Assistant / Customer Support (Freelance) 2022 - Present
- Handled customer inquiries via email, Instagram DMs, and WhatsApp for small brands and artists
- Entered and cleaned over 2,000 data records into organized spreadsheets with zero errors
- Managed social media posting calendars for one month, improving engagement by 25 percent
- Organized inboxes, set labels and folders, and booked meetings across different time zones
- Created simple reports and dashboards in Google Sheets for weekly performance tracking

SELECTED PROJECT HIGHLIGHTS

- Data Entry: Consolidated 2,000+ rows of customer and order data into a clean Google Sheet ahead of deadline
- Customer Service: Maintained high satisfaction scores by resolving tickets quickly and clearly
- Social Media Support: Scheduled 30 days of content and optimized captions and hashtags
- Admin Support: Built and maintained shared drives, folders, SOPs, and templates for faster onboarding

TOOLS

Google Workspace (Docs, Sheets, Drive), Microsoft Excel, Slack, Trello, Notion, Canva, Meta Business Suite, Zendesk (basic), Freshdesk (basic)

EDUCATION / CERTIFICATIONS

Self-taught customer support and data operations practitioner with ongoing coursework in spreadsheets, CRM workflows, and remote support best practices.