

MY PORTFOLIO

# Special Odozie

**VIRTUAL ASSISTANT**



# ABOUT ME



**I am Special Odozie. I am a professional Virtual Assistant and Customer Support Specialist dedicated to helping busy professionals, executives and small business owners stay organized, productive and focused.**

**With a solid background in administrative support, calendar and inbox management, travel coordination and customer support, I ensure your business runs smoothly while you focus on growth.**

**I am passionate about helping entrepreneurs streamline operations, enhance productivity and provide proactive support for startup founders. My goal is to deliver top-tier work that aligns with my client's value.**

# SERVICES I OFFER



## Virtual Assistance

- **Administrative Support**
- **Creating Meeting Agenda**
- **Data Entry/Expense Tracking**
- **Minute Taking**
- **Presentation Creation**
- **Internet Research/Reporting**
- **File Management**
- **CRM Management**



## Executive Assistance

- **Calendar Management**
- **Travel Planning**
- **Project Management**
- **Email Management**
- **Document Preparation**



## Customer Support

- **Customer Service**
- **Customer inquiry handling (phone, email, chat)**
- **Conflict Resolution**
- **Customer Onboarding**

# SKILLS

## SOFT SKILLS

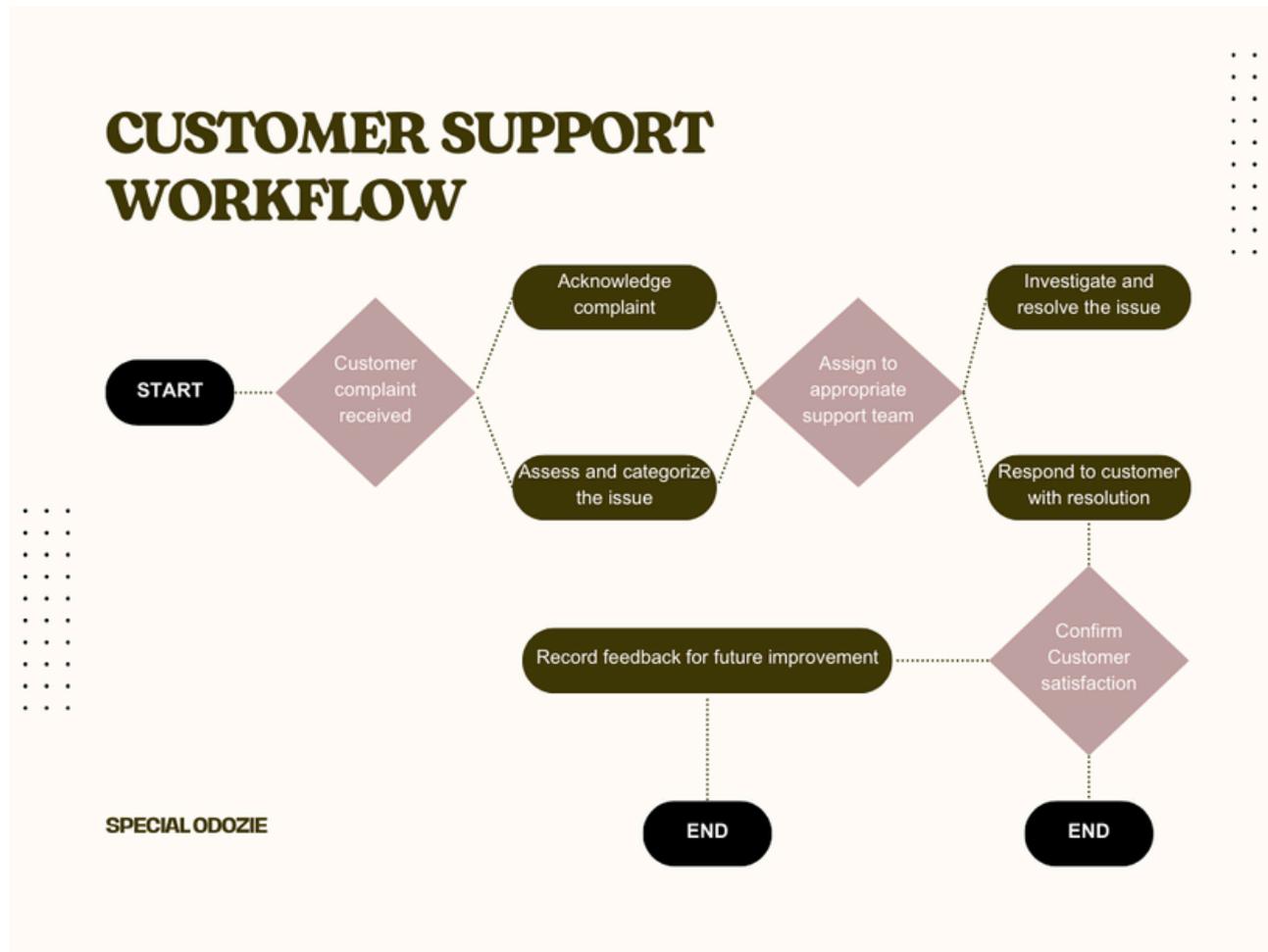
- Excellent Communication & Professionalism
- Strong Time Management & Organization
- Problem-solving & Critical thinking
- Team Collaboration
- Strong attention to detail & Accuracy
- Adaptability
- Confidentiality and Discretion
- Flexibility

## TECHNICAL SKILLS

- Proficient in Google Workspace
- Experienced in Microsoft Office Suite
- Skilled in Project Management Tools
- Knowledgeable in CRM Systems
- Well-versed in Time Tracking Software
- Adept at E-mail Management

# WORK SAMPLE

## Customer Support Workflow



I developed a clear and efficient customer support workflow to manage inquiries, improve response time, and deliver excellent consistent, high-quality service. This demonstrates my ability to create systems that facilitate smooth communication with clients and enhance the overall customer experience.

# Project Management

WORK PLAN (PROJECT PLAN)						24 April	25 April	26 April	27 April	28 April	29 April	30 April	1 May	2 May	3 May
Objective: Complete Week activities, tests and milestones before respective deadlines															
3	Category	Action item/Deliverables	Owner	Start Date	End Date	Status									
4	Enrollment	Complete the VA Program	Me	24-Feb-25	24-Apr-25	Done									
5	Portfolio & Branding	Create a professional VA portfolio on canva	Me	1-Mar-25	1-May-25	Done									
6	Enrollment	Complete Milestone 8	Me	25-Apr-25	30-Apr-25	Done									
7	Job search	Optimize linkedIn profile for VA jobs	Me	23-Mar-25	25-Apr-25	Done									
8	Job search	Create a strong VA Resume & Cover letter	Me	26-Apr-25	28-Apr-25	Done									
9	Enrollment	Graduation	Me	30-Apr-25	1-May-25	Done									
10	Skill development	Take a Customer service excellence course	Me	23-Apr-25	30-May-25	Done									
11	Networking	Network with other VAs	Me	2-May-25	10 Oct	In Progress									
12	Freelancing	Register on freelance platforms (Upwork, Fiverr, etc.)	Me	25-May-25	30-Jun-25	Done									
13	Job search	Sign contracts with 3 clients	Me	30-Jul-25	25-Aug-25	In Progress									
14															
15															
16															
17															
18															
19															
20															

# Meeting Agenda

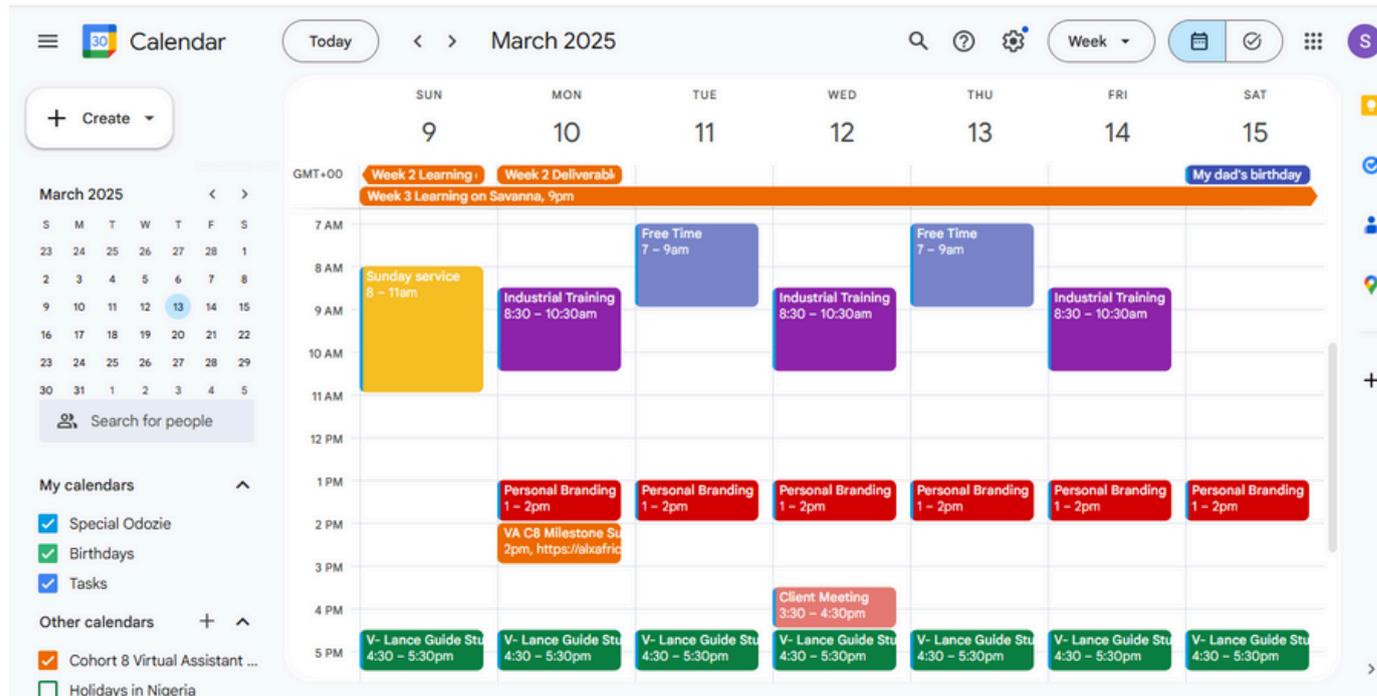
## VA Meeting Agenda

DATE	LOCATION	START TIME	END TIME
3/31/25	<a href="https://us05web.zoom.us/j/7464936016?pwd=oDBriChTZBQuFfpa7dfuyXAuldy9d8.1&amp;omn=86164353172">https://us05web.zoom.us/j/7464936016?pwd=oDBriChTZBQuFfpa7dfuyXAuldy9d8.1&amp;omn=86164353172</a>	02:00 PM	02:40 PM
MEETING TITLE	MEETING TYPE	FACILITATOR	
Weekly Fundraising Planning sync	Executive Team Meeting	Team Leader	
ATTENDEES			
Head of Catering	Head of Tech and audio-Visual	CEO (Team Leader)	Finance Manager
Head of Operations	Virtual Assistant (to take notes)		

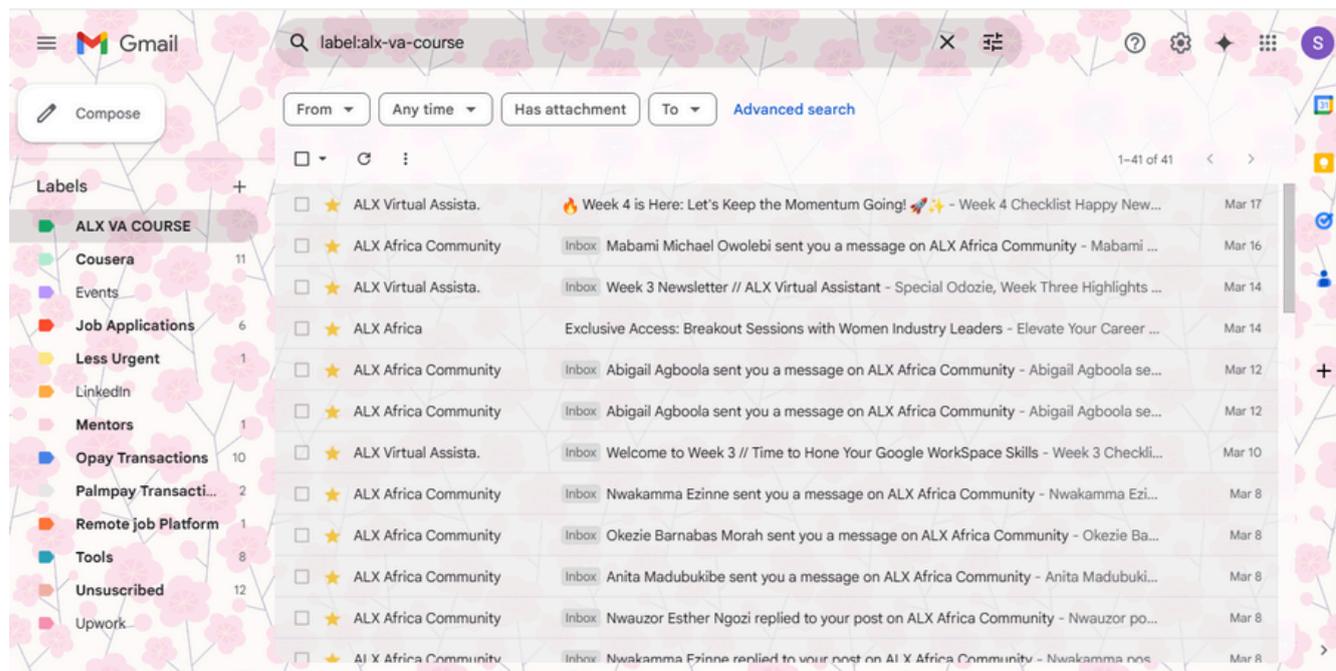
## AGENDA

CONTENT	TO BE PRESENTED BY	START TIME	DURATION
Opening Remarks	Team Leader	02:00 PM	0:02
Discussion on updates regarding tasks assigned in the previous meeting	Virtual Assistant	02:02 PM	0:10
<b>Updates by Each Attendee</b>			
Updates on food and beverage services, menu planning, procurement and any challenges affecting operations	Head of Catering (Precious Greg)	02:12 PM	0:05
Status of IT systems, equipment functionality, software updates, and audio-visual setup for events	Head of Tech and Audio-Visual (David Essien)	02:17 PM	0:05
Financial overview, including budget updates, expenses, revenue tracking, and any financial concerns that require attention	Financial Manager (Nwoko Oluchi)	02:22 PM	0:05
General workflow assessment, logistics, team efficiency, and process improvements to enhance overall productivity	Head of Operations (David Paul)	02:27 PM	0:05
Any Other Business (AOB)	Open to all attendees	02:32 PM	0:05
Closing Remarks	Team Leader	02:37 PM	0:03

# Calendar Management



# Email Management



# Travel Planning

## Travel Pack

Prepared for:

Special Odozie  
Los Angeles, California  
Nov 16th - Nov 18th 2025



## Table of Contents

- [1. Entry/Exit Requirements](#)
- [2. Etiquette and Cultural Expectations](#)
- [3. Event Information](#)
- [4. Budget](#)
- [5. Travel Itinerary](#)

## Budget



## Travel Itinerary



[SEE MORE](#)

# Data Entry

	A	B	C	D	E	F	G
1	Total Monthly Allocation		\$1,000.00				
2	Money after expenses		\$425.00				
3	Total		\$820.00	\$575.00			
4	Date	Description	Budget	Expense	Category	Merchant	
5	03/08/2022	Air ticket	\$400.00	\$55.00	Travel		<p>A bar chart showing the expense for 'Air ticket' on 03/08/2022. The y-axis represents the amount in dollars, ranging from \$0.00 to \$400.00. A single dark blue bar reaches the \$400.00 mark.</p>
6	07/08/2022	Business lunch	\$100.00	\$200.00	Entertainment and Meals		
7	11/08/2022	Staff training	\$300.00	\$300.00	Training		
8	12/08/2022	Office supplies	\$20.00	\$20.00	Office supplies		
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							

	A	B	C	D	E	F
Ten Phone Vendors at Iwo...						
1	Vendor Name	Address	Phone Number	Website/Socials	Notes	
2	Donbee Phones & Gadgets Ibadan	Suite 37/39, Praise Plaza, Beside Toun hospital, New Ife Road, Iwo-road Area, Ibadan	8130380763	<a href="#">Instagram</a>	Offers prer	
3	M.D Global Communication	Iwo Road, Ibadan	8060340245	<a href="#">Instagram</a>	Walk-in or	
4	De-Hub Phones & Accessories	Shop 3, Iwo Road Shopping Complex, opposite Baba Onilu, Ibadan	8079270464	<a href="#">Instagram</a>	Specialize:	
5	I-Specs Mobile	Km 126, Lagos Ojo express road, Rose Wale Filling Station, Iwo Road, Ibadan	9092126044	<a href="#">Instagram</a>	Online ord	
6	I Show Phones & Gadgets	OmoOla Plaza, Baba Onilu Bus Stop, Iwo Road, Ibadan	9014579517	<a href="#">Instagram</a>	One-stop p	
7	Top Success Phones	Lamidi Ajadi Complex, Beside Mr Biggs, Iwo Road, Ibadan	8074888888	<a href="#">Facebook</a>	Offers Tec	
8	Fortunate Tech NG	Shop A18, Aishat Adaabale Memorial Shopping Complex, Iyana Bodija, Ojoo-Iwo Road Expressway, Ibadan	8144135533	<a href="#">Instagram</a>	Specialize:	
9	AARE Telecomm	Shop L15 Lamidi Ajadi Phone Avenue, beside Mr Biggs, Iwo Road, Ibadan	9027771917	<a href="#">Official Website</a>	Sells UK-us	
10	Abutwins Softskills Investment Ltd.	Alhaja Monsura Shopping Complex, Abayomi Street, behind Lagos Garage, Iwo Road, Ibadan	7062454854	<a href="#">Instagram</a>	Manufactu	
11	Slot	121, Iwo road, Ibadan, Abayomi Bus Stop Ibadan	Not specified	Not specified	Provides a	
12						
13						
14						

# Internet Research

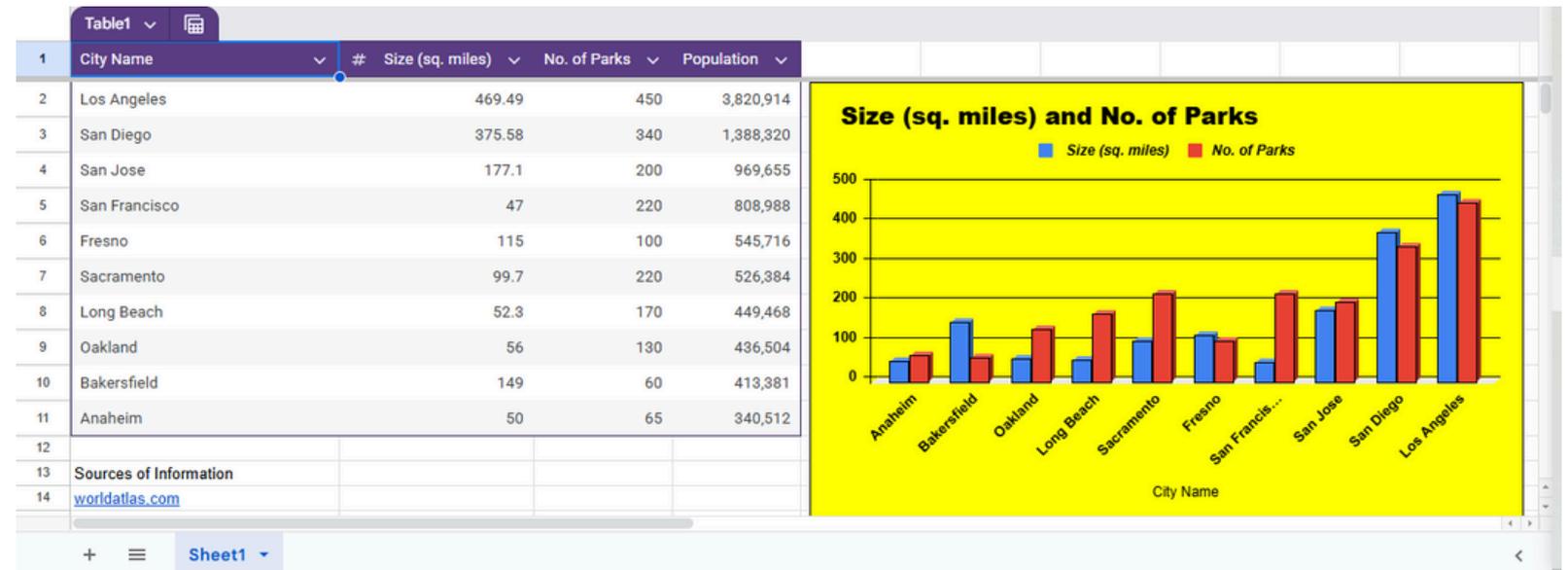
- Dinner Recipe



**For this Virtual Assistant Task, I conducted thorough research across reputable food blogs for a dinner recipe, demonstrating my ability to understand my client's needs and deliver practical results with attention to detail.**

[SEE MORE](#)

- Parks & Cities in California



**I delivered an excellent report that exceeded my client's expectations by efficiently uncovering relevant information. My research services help clients make informed decisions.**

# TOOLS PROFICIENCY



# TESTIMONIALS

- “Special has been an absolute game-changer for my business. From managing my calendar to organizing important documents, she handled every task with precision and care. I love how proactive and detail-oriented she is, she keeps things running smoothly without needing constant supervision. Highly recommended!”

– **Greatman O. CEO**

- “Your attention to detail and ability to understand my specific requests were impressive. You're a reliable and skilled virtual assistant. I'm thoroughly impressed and would highly recommend your services!”

– **Kingsley Eburuo**

- ‘Thank you for being incredibly efficient. Your excellent communication skills, your professionalism and expertise made the entire process seamless. You met deadlines, and delivered high-quality results. I would highly recommend you for your exceptional work ethic and dedication.’”

– **Obadina Olutayo**

# CERTIFICATION

## • AFRICAN LEADERSHIP ACCELERATOR (ALX)



**alx** | Virtual Assistant

**CERTIFICATE OF ACHIEVEMENT**

Proudly Presented to

**Odozie Special Chidimma**

For successfully completing an 8-week programme in  
Virtual Assistance Skills in the Digital Age



**FRED SWANIKER**  
Founder & CEO, AL Group



**JACO JANSEN VAN  
RENSBURG**  
VP of Learning, ALX



**Date of Issue:** 29th April 2025  
**Program completion date:** 29th April 2025

Scan the qr code or visit <https://savanna.alxafrica.com/certificates/cTRB7YXNSz> to authenticate this certificate

# Work with me!



**LINKEDIN**



**PHONE**

+234 7046558547

**EMAIL**

specialodoziel@gmail.com