

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

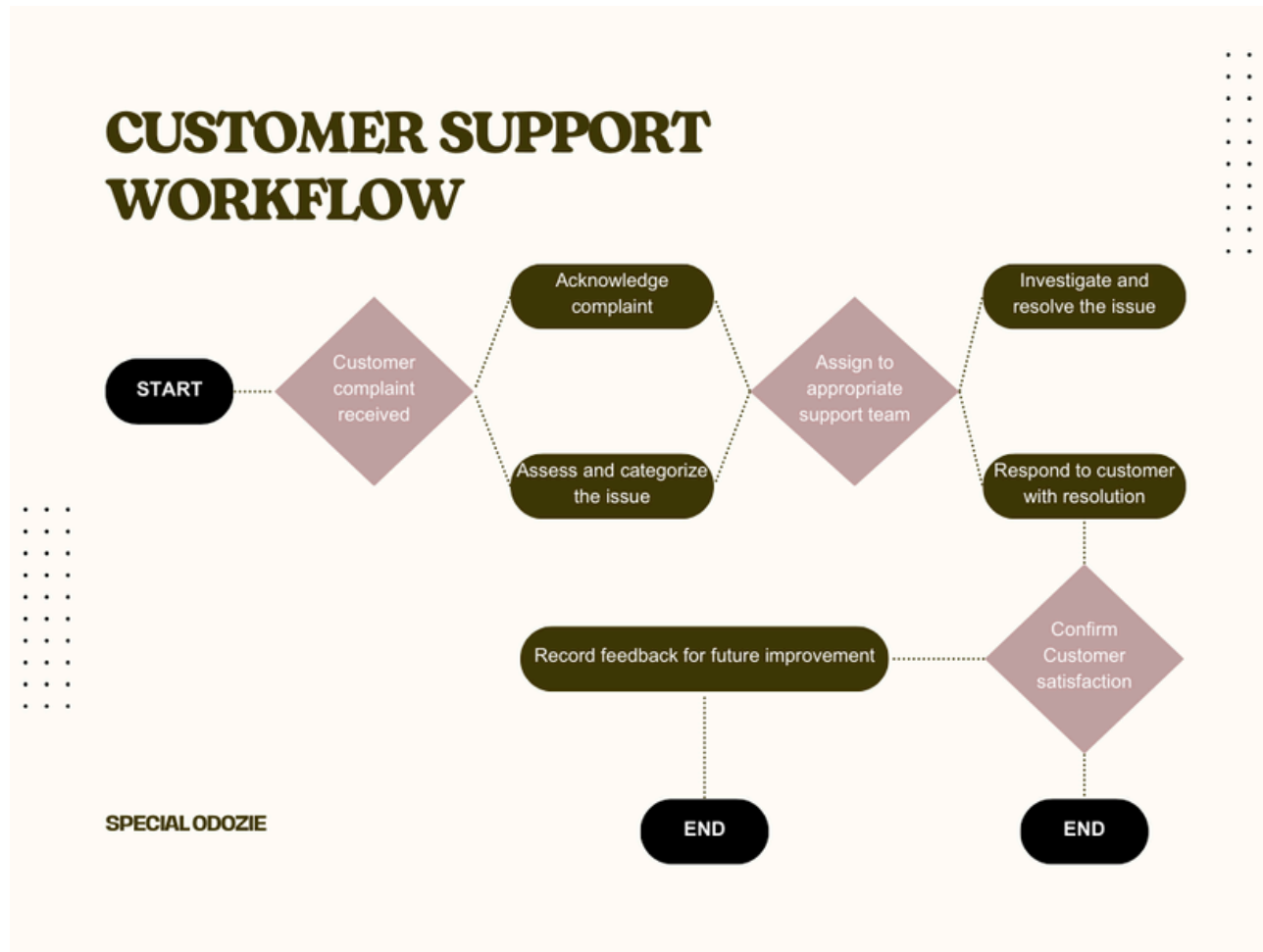
- Excellent Communication & Professionalism
- Strong Time Management & Organization
- Problem-solving & Critical thinking
- Team Collaboration
- Strong attention to detail & Accuracy
- Adaptability
- Confidentiality and Discretion
- Flexibility

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

[illegible]

Meeting Agenda

VA Meeting Agenda

DATE	LOCATION
3/31/25	https://us05web.zoom.us/j/7464936016?pwd=oDBriChTZBQuFfpa7dfuYXAudy9d8.1&omn=86164353172

MEETING TITLE	START TIME	END TIME
Weekly Fundraising Planning sync	02:00 PM	02:40 PM

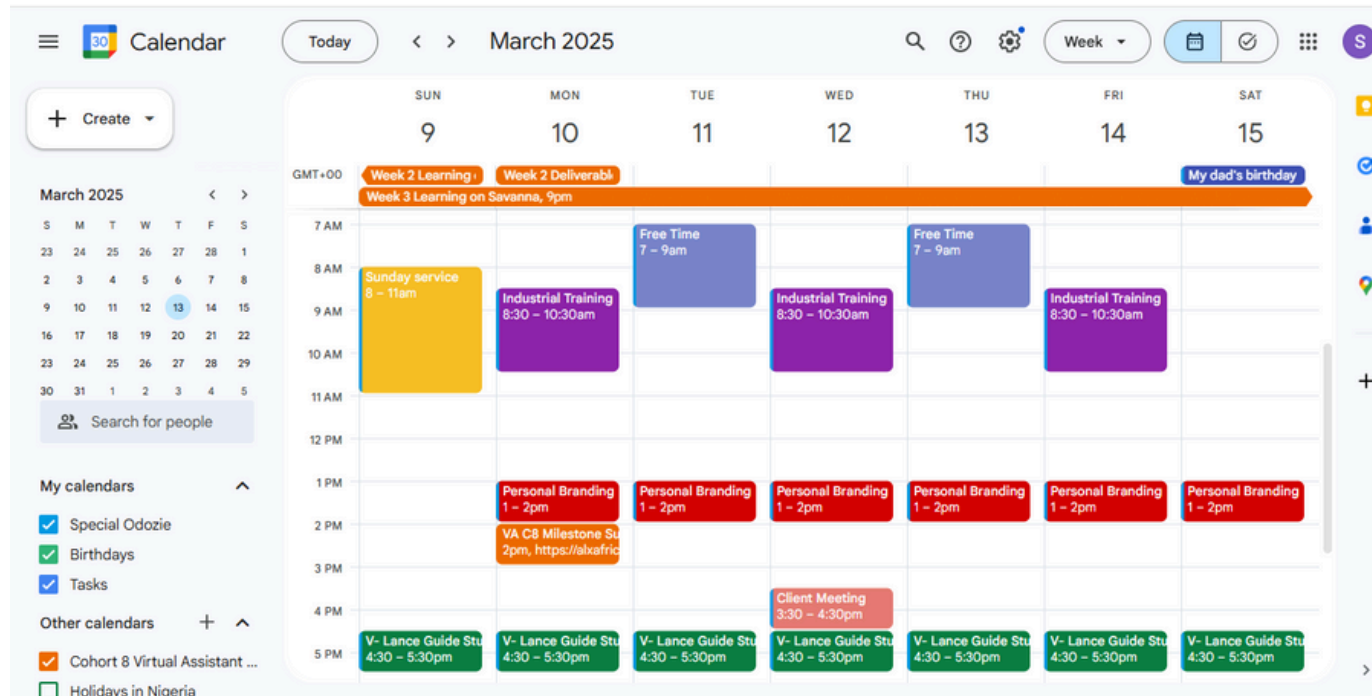
MEETING TYPE	FACILITATOR
Executive Team Meeting	Team Leader

ATTENDEES			
Head of Catering	Head of Tech and audio-Visual	CEO (Team Leader)	Finance Manager
Head of Operations	Virtual Assistant (to take notes)		

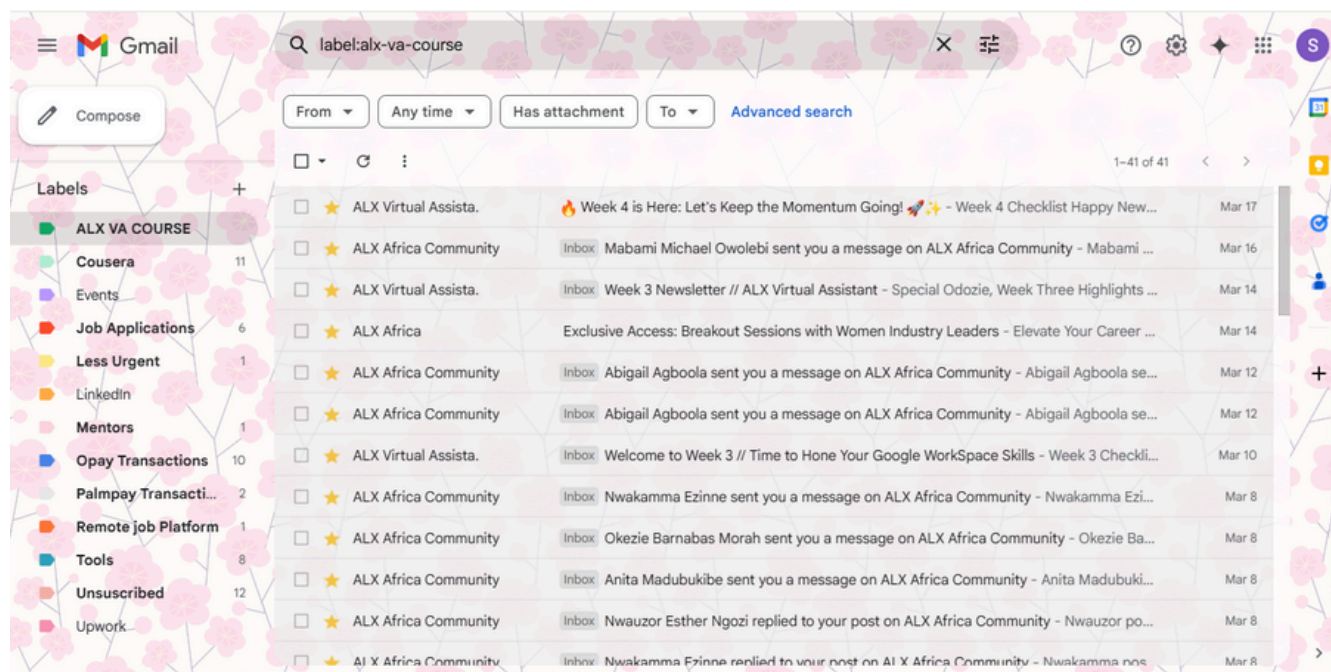
AGENDA

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
Updates by Each Attendee			
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

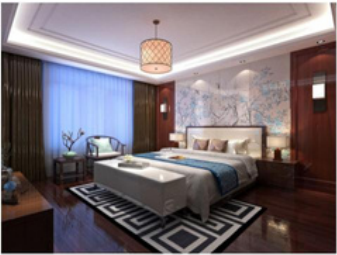
4. Budget

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		
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							
19							
							Air ticket

	A	B	C	D	
	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	Instagram	Offers pre
3	M.D Global Communication	Iwo Road, Ibadan	8060340245	Instagram	Walk-in or
4	De-Hub Phones & Accessories	Shop 3, Iwo Road Shopping Complex, opposite Baba Onilu, Ibadan	8079270464	Instagram	Specialize
5	I-Specs Mobile	Km 126, Lagos Ojo express road, Rose Wale Filling Station, Iwo Road, Ibadan	9092126044	Instagram	Online ord
6	I Show Phones & Gadgets	OmoOla Plaza, Baba Onilu Bus Stop, Iwo Road, Ibadan	9014579517	Instagram	One-stop p
7	Top Success Phones	Lamidi Ajadi Complex, Beside Mr Biggs, Iwo Road, Ibadan	8074888888	Facebook	Offers Tec
8	Fortunate Tech NG	Shop A18, Aishat Adaabale Memorial Shopping Complex, Iyana Bodija, Ojoo-Iwo Road Expressway, Ibadan	8144135533	Instagram	Specialize
9	AARE Telecomm	Shop L15 Lamidi Ajadi Phone Avenue, beside Mr Biggs, Iwo Road, Ibadan	9027771917	Official Website	Sells UK-us
10	Abutwins Softskills Investment Ltd.	Alhaja Monsura Shopping Complex, Abayomi Street, behind Lagos Garage, Iwo Road, Ibadan	7062454854	Instagram	Manufactu
11	Slot	121, Iwo road, Ibadan, Abayomi Bus Stop Ibadan	Not specified	Not specified	Provides a
12					
13					
14					

Internet Research

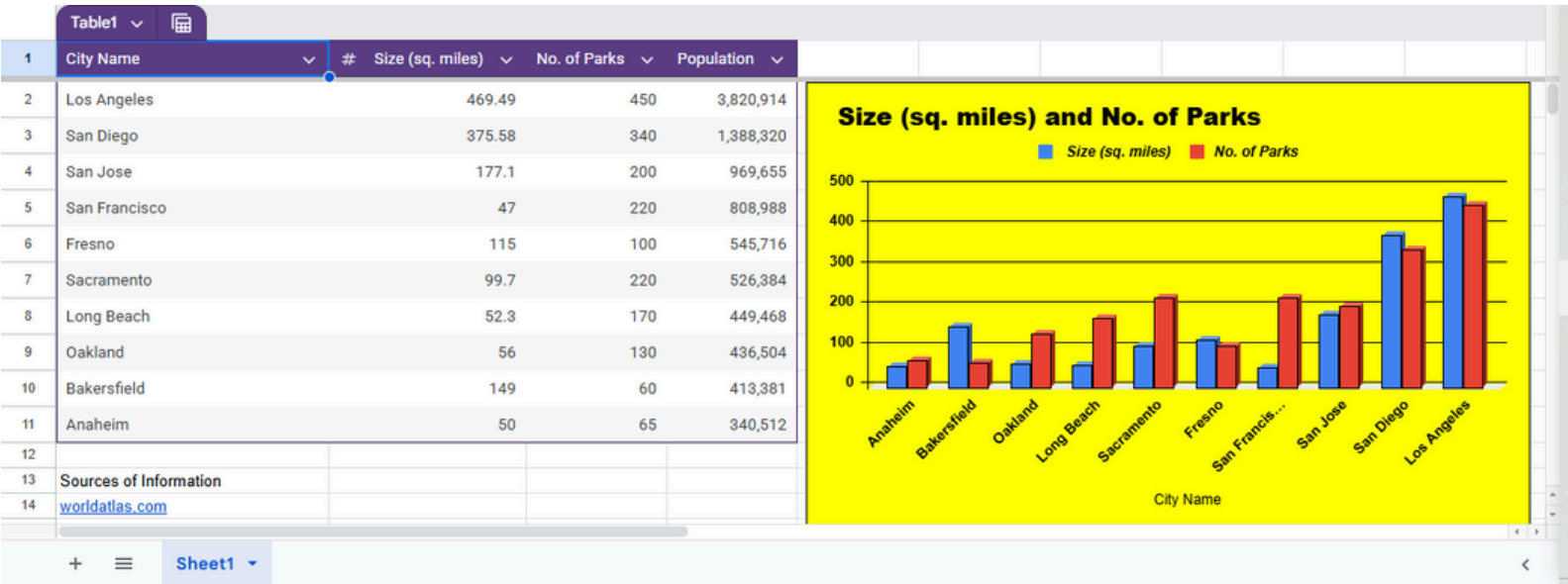
- Dinner Recipe



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.

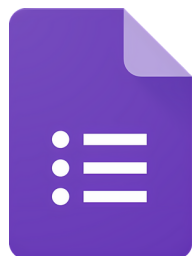
[SEE MORE](#)

- 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)**



Work with me!



LINKEDIN



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