

ASEMA RACHEAL

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SUMMARY

- A professional Administrative Virtual Assistant.
- 4 years of experience in both Administrative and Customer Service roles.
- Goal-oriented, self-starter with excellent communication skills.

EDUCATION

ALX Learning Programme July 2022 – September 2022
Virtual Assistant

University of Nigeria, Nsukka – Enugu, Nigeria October 2012 – August 2016
B.Sc Microbiology

WORK EXPERIENCE

Business Manager April 2023 - Present

HOP Services – Port Harcourt, Nigeria

- Managing over 20 staff and 5 clients' properties.
- Creating business strategies and sourcing for new clients.

Customer Service Specialist || Admin (Freelance) September 2020 - Present

Kera Glamour Events – Port Harcourt, Nigeria

- Handling customers' calls and responding to inquiries about products and services.
- Providing our customers with exceptional service to ensure the retention of over 200 customers.

Quality Control Executive December 2018 - August 2020

Sagemill Packaging Industries – Lagos, Nigeria

- Led a team of 5 to ensure that products complied with standards.
- Provided timely feedback to the manager and production supervisor during process failure.

LEADERSHIP ROLES

Assistant General Secretary – NCCF, Rivers State May 2017 - April 2018

- Onboarded over 500 new corp members into the organization.
- Collaborated with my team to plan and successfully organize a conference that hosted over 1000 corp members from all parts of the state.

Assistant General Secretary – MFMCF, UNN Enugu State October 2014 - March 2015

- Maintained accurate records and documentation.
- Scheduled and planned several council meetings with my team.

SKILLS

MS Office/Google Suite	Travel Bookings	Zoom
Email/Calendar Management	Slide Presentation	Intercom
Internet Research	Expense Tracking	Slack
Report Writing	Time Management	Zendesk