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EMEH CHINAEMENMA DIVINEFAVOUR

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| --- | --- | --- |
| TITLE |  | **EXCUTIVE ADMINISTRATIVE VIRTUAL ASSISTANT** |
| PROFFESIONAL SUMMARY |  | Executive Administrative virtual assistant with 2 years of experience in general office operation skilled in word processing, telephone reception, and file management.  Dependable team player with strong verbal and written communication skills, efficient offices in Microsoft Word, Excel, and PowerPoint, very resourceful and highly adaptable to change new environments and the implementation of new systems. Eager to learn new and improved methods.  Experienced in bringing innovative measures that enhance on-time delivery; focusing on providing top-notch client support, solution provision, and developing relationships to ensure customer loyalty and business growth.  Strive in a fast-paced, virtual environment following established procedures and practices to exceed all customer expectations while making acceptable innovations where needs call.  Skilled in offering exceptional organizational/administrative, fast-paced typing, and good at effective communication. |
| RELEVANT SKILLS |  | |  |  |  |  | | --- | --- | --- | --- | | * Communication Skills * Email management * Basic IT knowledge * Social Media Management. | * Customer service * Data Entry * Creativity * Decision Making * Ads * Multitasking | * Project Management * Time management * Reliability * Ability to Adapt * Detail-Oriented | * Booking * Airbnb * Appointment setting * Self-motivation. * Remote Collaboration | |
| WORK EXPERIENCE |  | [OFFICE Administrative ASSISTANT, aSTROLUX ENTERPRISE] [08/2020-02/2022]   * Took accountability for completing required administrative paperwork and business administrative duties. * Responded to customers to customer inquiries via email and telephone. * Managed customer spreadsheet and kept the record online. * Maintained, and organized an internal filing system for digital and hardcopy documentation. * Answered telephone calls, took messages, and distributed them to appropriate personnel * Maintained director’s calendar and individual team schedules smoothly balancing customers and workload demand. * Kept office documents well organized and quickly retrieved files for team members. * Attended meetings and penned proceedings for references or distribution to attendees.   [ADMINISTRATIVE INTERN, MAXIVAS COMPANY]  [03/2022-04/2023]   * Answered Questions and provided customers with pricing information. * Processed transactions to complete customer payments. * Maintained and updated company database and purged inactive account information. * Organized and scheduled appointments and agendas using Calendly. * Improved client communication by answering and directing calls to appropriate staff members. * Planned travel arrangements by booking hotel reservations, transportation, and other needs of the staff. * Performed simple bank transactions and basic bookkeeping operations. |
| EDUCATION |  | [IRGIB AFRICA UNIVERSITY, BENIN REPUBLIC, BSC].  COMMUNICATION AND INFORMATION TECHNOLOGY [2016] |
| TRAINING |  | [DIGITAL WITCH IT SUPPORT COMMUNITY [03/2023]  Communication/CRM skills: Loom, Zendesk, Hubspot, Appollo.io, Microsoft Teams.  Appointment setting Tools: Acuity, Calendly, Picktime. Etc.  Time management Tools: Time Doctor, Clockify. Etc.  Project Management Tools: Trello, Asana, ClickUp, Monday.com, Zappier, Nifty. Etc  End User Device: Google Meet, Zoom, Logmein, Skype.  Google Suite: Google sheet, Google Form, Google Meet, Google Jamboard.  Lead Generation, Telemarketing, Email marketing |