

Akinola Mary Olawumi

Address: Lagos State | Email: olawumiakinola14@gmail.com | Phone: +234(0) 7041341023, 8162906718 |

LinkedIn: <https://www.linkedin.com/in/olawumi-akinola-879b4b163>

CAREER SUMMARY

Detail-oriented Virtual Assistant with a background in customer service and sales. Strong communication skills and experience working remotely with clients across different time zones. Able to multitask and prioritize tasks effectively, resulting in timely completion of projects and high client satisfaction.

SKILLS

- Conflict resolution
- Time Management
- Excellent communication skill
- Emotional Intelligence
- Ability to work with cross-functional teams
- Critical Thinking
- Customer Service and Complaint Resolution
- Social Media Management
- Microsoft Office
- Project Management
- Adaptability and Flexibility
- Scheduling and Coordination

PROFESSIONAL EXPERIENCE

JTY MEDIA

Virtual Assistant

[March 2021- Present]

- Manage and respond to emails
- Schedule and coordinate meetings, appointments, and travel arrangements
- Research and compile data for reports
- Prepare presentations and other documents
- Monitor and update social media accounts
- Assist with website maintenance and updates
- Create and manage customer databases

THRIFT4THCORNER

Virtual Assistant

[August 2022- December 2023]

- Attend to customer complaints and inquires
- Respond to customers' messages on Instagram
- Process Payments and Invoices
- Monitor and update social media accounts
- Create and manage customer databases

Volunteer: Ward Accountability Officer [WHO]

[2021-2023]

- Coordinated the distribution of vaccines to each team
- Monitored each team's vaccine usage
- Monitored the viability of the vaccines

EDUCATION

[April 2018 – December 2024]

- Obafemi Awolowo University, Ile Ife
Bachelor of Arts (B.A.) in English

CERTIFICATIONS

[July 2022]

- Jobberman SoftSkill Training
Certificate of Achievement

REFEREE

- Available on request.