

# Blessing Ibeji

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## PROFESSIONAL SUMMARY

Results-driven Virtual Assistant and Customer Service Representative with a solid foundation in delivering top-tier support in fast-paced environments. Proven ability in managing administrative tasks, responding to customer inquiries, and implementing efficient systems to streamline processes. Strong communication skills focused on building positive relationships and resolving issues promptly. Seeking to contribute exceptional organizational and customer service abilities to a dynamic team.

## EXPERIENCE

### SKYVIP—Customer Support Representative

Feb 2022- March 2023

- Responded promptly to customer inquiries via phone, email, and chat, resolving issues and ensuring customer satisfaction.
- Handled a high volume of customer calls, consistently meeting or exceeding performance metrics.

### Manage Mart — *Customer Support Representative*

April 2023

- Provided product information and guidance to customers, contributing to increased sales and customer loyalty.
- Collaborated with cross-functional teams to address complex customer concerns.

### Teemvika — *Virtual Assistant*

September 2023

- Maintained confidentiality and handled sensitive information with discretion.
- Conducted comprehensive research on various topics, providing valuable insights and information for decision-making.
- Successfully managed travel arrangements, including

## SKILLS

- Time management.
- Team work
- Customer empathy and communication.
- Friendly and patient.
- Data management.
- Organization skills.

## LANGUAGE

English

researching and booking flights, ensuring efficient and cost-effective travel for clients.

- Maintained open and clear communication channels with clients to address inquiries, provide updates, and ensure satisfaction.

## EDUCATION

**Lagos State University** — *Bachelor of science, Biochemistry*

2018- 2023

**Harde business school** — *Digital Marketing*

2023