

## **UGOCHI IROEGBU**

20, Olusoji Avenue, Oluyole Extension Ibadan, Oyo State, Nigeria.  
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Experienced and dedicated Virtual Administrative Assistant with over 4 years' experience performing office duties and providing quality assistance for ultimate customer satisfaction. Strong dedication to helping customers resolve issues in a professional manner and cultivating a positive image of the company. Excellent time management skills combined with the ability to excel in team environments and working independently. Proven ability to listen attentively, identifying customer needs and solving problems quickly and efficiently. Fully committed to following company procedures and winning loyal customers.

### **WORK EXPERIENCE**

#### **Silverlinegroup-Uk**

**January 2023-July 2023**

#### **Virtual Personal Assistant**

Role:

- Ensured customers' questions were answered accurately and within one business day.
- Organized mail-outs of up to 500 addresses at a time.
- Handled travel arrangements for staff members.
- Maintained calendars, sets up meetings, and handled general client communications by email.
- Completed special projects while meeting deadlines and assisting businesses and executives to achieve their specific administrative goals.
- Scheduled video teleconferences for training sessions and meetings.
- Responded to inquiries on social media as well as schedule posts to be made.
- Transcribed audio records of meetings into word and pdf and sent to the appropriate department.

**Deal Makers BDC****Virtual Customer Relations Officer****Oct 2018 – December 2022**

## Role:

- Answered an average of 30 calls per day involving general company enquires, product complaints and account disputes.
- Resolved customer complaints and ensure calls are handled in a professional and prompt manner.
- Escalated customer complaints to the right department promptly and followed up to ensure the complaint is resolved effectively.
- Communicated information regarding company events, schedules, products and services to customers by phone call, mail and video chat.
- Helped customers navigate company website, open accounts correctly and identify products and services needed.
- Participated in voluntary corporate training classes to increase understanding of caller concerns and shorten call response time.

**M.J Onigbanjo & Co.****Associate Lawyer****December 2016 – July 2018**

## Role:

- Provided legal advice to variety of businesses involved in various types of litigation.
- Provided and advocated for alternative dispute resolution of conflict between clients such as mediation, negotiation etc. as an alternative to court litigation.
- Tracked and researched developing precedent and legislation in electoral and criminal law to maintain expertise and best advice and advocate for clients.
- Conducted legal research and conferred with colleagues with subject matter expertise to develop strategies and arguments in preparation for presentation of cases.
- Interviewed witnesses by zoom and live chat and gathered public record research relevant to each case.
- Researched laws, court decisions and other documents relevant to cases before court to aid in judge's decision-making.
- Organized and maintained law libraries, documents and case files.

- Planned for office retreats and conferences for inter state law firms, arranging for the welfare of over 50 guest speakers and lawyers and ensuring the execution of projects planned during said conferences.

## **Rexque Nigeria Limited**

### **Virtual Administrative Officer**

**2015**

#### **Role:**

- Maintained up to date knowledge of product and services.
- Handled customer calls and responded to queries about services, product malfunctions, promotions, and billing.
- Worked to address all customers concerns in a timely and effective manner.
- Handled large volume of calls on a day-to-day basis with a sense of calm and good work ethic.
- Developed successful tactics to sell products and services to customers online.
- Opened, sorted, and distributed incoming messages and correspondence to the relevant department.
- Trained two customer care assistants during a period of company expansion, ensuring that they pay explicit attention to company policies on customer satisfaction and retention.

## **SKILLS POSSESSED**

- Excellent communication skills
- Proficient multitasking skills
- Mediation and negotiation skills
- Highly organized with meticulous attention to details
- Profound ability to exercise independent judgment, decision and a high level of confidentiality.
- Project management and research
- Data entry
- Word processing
- Making travel arrangements
- Time management

- Problem solving
- Organizational skills
- Social media management

## **COMPUTER/SOFTWARE SKILLS**

- LibreOffice
- MS Office
- Wordpress
- Google Drive
- Skype for Business

## **PROFESSIONAL ASSOCIATIONS**

*Nigerian Bar Association 2016 ADR Center Lagos*

## **VOLUNTEER WORK EXPERIENCE**

### **1. Oriflame Ibadan**

**Virtual Customer Care Agent**

**2012-2014**

I maintained professional relationship with over 100 customers, collected customer feedback from an average of 620 customers per year and made necessary changes to ensure customer satisfaction goals were met. Handled sales transactions and returns in a timely manner.

### **2. A.G. Ogidi Legal Practitioners Jan-March 2016.**

I acted in the capacity of an office assistant as well as a legal practitioner.

### **3. SKYTOP GROUP OF SCHOOLS 2010-2012**

I acted as a customer care officer and maintained a friendly and professional relationship with parents and students, conducting effective follow up on parents who expressed desire in registering their children in the school by phone calls and emails, organizing meetings and conferences, collecting feedbacks from parents on school performance and suggested areas of improvement.

## **EDUCATIONAL QUALIFICATIONS**

### **Nigerian law School**

*Certificate of Call to Bar (2016)*

### **University of Ibadan**

*Law/LL.B (2015)*

### **Hobbies**

Reading books and listening to music.