**RÉSUMÉ**

**OBOIGBE. D.SHALOM**

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**PROFESSIONAL SUMMARY**

Highly motivated and results-oriented virtual assistant and customer service professional with 2+ years of experience, and relevant job simulation experiences in providing exceptional, effective and efficient virtual results. Highly skilled and resourceful Virtual assistant adept at managing schedules, coordinating tasks, handling correspondence, and maintaining confidentiality in fast paced environments. Equipped with excellent communication, organizational, and multitasking skills to ensure seamless operations. Proficient in a wide range of tools and technologies to deliver quality results.

**RELEVANT COURSEWORK**

**.** Designing presentation slides (tomsk) . Grammer and punctuation

. Customer representative management . Introduction to psychology (Yale)

. Introduction to virtual experience programme.

**EDUCATION**

Covenant University, ota, ogun state, Nigeria (Sep 2019-Aug 2023)

Bachelor of Science (sociology) – CGPA: 4.37 (Second class upper).

**SKILLS / KEY COMPETENCIES.**

. Customer Service . Communication . Project coordination

. Excel . Data analysis . Calendar/email management

. Analysis . Power point . AI tools such as Chat gpt

. Business communication . Problem solving. . CRM tools; zendesk, slack and Asana

. Google suite, Dropbox, Google drive, zoom, Google calendar, Skype.

**WORK HISTORY**

1.Virtual Assistant Programme (Job Simulation) ---- Deloitte, Ireland.(2024)

\* Worked on a major shipping logistics client on a technology transformation project, where I understood the client’s business and challenges, analyzed their current technology architecture, identified their areas at risks, and created power point presentation summarizing the identified risks and addressed them with preferred solutions.

\* Created solution designs.

\* Identified the root causes of operational lapses, analyzed their impact, and proposed strategic solutions to mitigate future risks.

\* Carried out data entries on financial returns.

\* Made presentations to explain issues on ground and how to solve them.

**2. Customer Service Representative --- Gloyard enterprise 2023**

\* Answered inbound phone calls and emails from customers

\* Resolved customer issues and complaints in a timely and satisfactory manner

\* Provided product and service information to customers

\* Developed and maintained positive relationships with customers

\* Collaboration with team for better results.

\* Data entry and record keeping

**3. Customer Support officer --- Gloyard enterprise 2022 (internship)**

\* Provided customer support via phone, email, and live chat

\* Processed orders and resolved billing issues

\* Assisted customers with product returns and exchanges

\* Made payment process

\* Communicated with customers about products and best suited for them.

**PROJECTS**

. Internet resources and academic performance of Undergraduate student in Covenant University

. Consulting, Risk management, financial management from Deloitte institution of virtual experience programme. (<https://www.theforage.com/simulationie/intro-deloitte-lwjy>)

**PERSONAL BIO**

Citizenship - NIGERIAN

Marital status – SINGLE

LGA - Esan North East

State of Origin - Edo

**REFEREES**

1. Engr. Paul Oboigbe

HSSE Manager

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