

Bamgboye Simisola

Virtual Assistant

Hardworking, energetic, and self-motivated virtual assistant with over 4 years of experience in social media management, customer support, administration, record-keeping, and various personal assistance tasks. Able to focus on work without the need for supervision. Current a member of THE ROOM

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EDUCATION

Actuarial Science

University of Lagos

01/2018 - 07 / 2023

WORK EXPERIENCE

Virtual Assistant

Mia & Co.

08/2019 - 05/2023

Lagos Nigeria

Responsibilities.

- **Provided administrative support to streamline operations, reducing response time to customer inquiries by 40% and improving overall customer satisfaction.**
- **Organized and streamlined the order management process by developing a customized Excel system, resulting in a 30% reduction in order errors.**
- **Implemented proactive communication strategies, resulting in a 15% increase in customer satisfaction rates.**
- **Developed and implemented a comprehensive social media strategy, resulting in a 50% increase in followers and a 20% increase in engagement within the first month.**

SKILLS

Organization skills

Time management skills

Great communication abilities

Basic accounting and budgeting

Office Apps

Technical skills

Computer skills

Remote teamwork skills

Google workspace

Book keeping and Invoice management

SMM

VOLUNTEER

Ashoka Project Kids (Data Entry & Researcher)
(08/2022 - 07 / 2023)

- Researched and identified 50 influential educational creators on YouTube who specialize in content related to environmental conservation and improvement.
- Compiled a comprehensive database of contact information for each creator, including email addresses and social media profiles, resulting in improved outreach capabilities for the organization.
- Conducted in-depth analysis of viewer engagement metrics for the top 10 eco-conscious YouTube channels, providing valuable insights on audience demographics and preferences.

CERTIFICATES

ALX Virtual Assistant (05/2022 - 07/2022)

Relevant Course - Basic expense tracking, Mail management, Project management, and Data entry procedures.

LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Limited Working Proficiency

INTERESTS

Music

Art

Video games

Reading novels