



SUMMARY

Highly motivated and professional Executive Assistant with over 3 years of experience providing high-level support to senior executives. Proficient in managing calendars, organizing meetings and events, handling confidential documents, and communicating with internal and external stakeholders. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

EDUCATION

Michael Okpara University of Agriculture

Bachelor's Degree in Microbiology
2013 – 2018

Digital Witch Technology Support

IT Support Skills/Training
2023

SKILLS

- Customer Service and Support
- Appointment Scheduling and
- Calendar Management
- Lead Generation Techniques
- (Cold Calling, Email Campaigns,
- Social Media Prospecting)
- CRM Software (Salesforce,
- HubSpot)
- Excellent Written and Verbal
- Communication
- Time Management and
- Organization
- Email Management
- Data Entry and Documentation
- Problem Solving and Conflict
- Resolution

PROFESSIONAL EXPERIENCE

Customer Support Specialist

African Alliance Insurance Company | 2023 - Present

- Respond to customer inquiries via phone, email,
- and live chat, resolving issues and providing
- product information.
- Successfully generated and nurtured leads
- through proactive communication, resulting in a
- 60% increase in sales conversion rate.
- Collaborated with the sales team to schedule
- appointments and conduct follow-ups,
- contributing to a 40% boost in customer
- retention.
- Utilized CRM software to track customer
- interactions, ensuring a seamless and
- personalized customer experience.

Customer Support Specialist

MTN Nigeria | 2021 - 2023

- Made and received calls on behalf of the organization
- In charge of the companies social media accounts {Facebook,
- twitter, Instagram}
- Attended to customers inquiries/queries on company's services
- Attracted potential customers by answering product and service
- questions
- Maintained customer records by constantly updating account
- information
- Acted as the first point of contact on behalf of the organization
- Resolved product or service problems by clarifying the
- customers complaint

CERTIFICATIONS

- Executive Secretary and Business Administration Certification
- Create Customer Support Data with Google Sheets
- Introduction to CRM with HubSpot
- Basic English Certificate (Kings College London)
- Create Customer Support Data with Google Sheets
- Google Ads for Beginners
- HubSpot: Working with a ticketing system
- Create a Customer Service Survey in Microsoft Forms

REFEREE (S)

AVAILABLE ON REQUEST

Virtual Assistant (TeleHealth)

CribMD| 2019 - 2020

- Intake of new patients and referrals
- Appointment setting – scheduling, managing cancellations, and sending reminders to patients.
- Calendar management – creating a schedule that includes appointments with patients as well as other commitments, such as meetings and events.
- Organizing files in database.
- Supply management – keeping track of supplies and ordering new items when necessary.
- Follow-ups and checking on patients after appointments.
- Email management – responding to messages via email

Customer Service Representative

PROMTECH| 2018 - 2019

- Handled a high volume of incoming calls,
- addressed customer inquiries, and resolved
- complaints with a 99% satisfaction rate.
- Contributed to the development of the company's
- knowledge base, providing relevant information
- for better self-service options.
- Participated in regular training sessions to
- enhance product knowledge and improve
- customer support skills.
- Assisted in lead generation efforts by promoting
- upsells and cross-sells to existing customers,
- leading to a 50% increase in revenue.