

CHIMKA EMMANUELLA OKOLI

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Objective

- General Virtual Assistant with a track record of excellence.
- Providing Creatives and small business owners with Virtual Assistance, Administrative Assistance, Customer Service, Online Research, Customer Support and many more.

Education

M.SC | FEBRUARY,2023 | UNIVERSITY OF PORT HARCOURT, RIVERS STATE

Environmental Technology and safety

PGD| JANUARY,2021 | UNIVERSITY OF PORT HARCOURT, RIVERS STATE

Occupational Health, Safety and Environment

B.ENG| NOVEMBER,2016 | UNIVERSITY OF PORT HARCOURT, RIVERS STATE

Environmental Engineering

DIPLOMA| JULY 2022| COURSERA

- Customer support
- Learnt customer services, how to handle difficult customers and leave them better and satisfied.
- Different communication skills and customer relations.

DIPLOMA| AUGUST,2022| LINKEDIN

Customer support

Learnt building rapport with customers

Creating positive conversions with challenging customers, Customer loyalty, Business negotiations,

Customer call control strategies, Consumer services, marketing campaign management and customer problem solving and troubleshooting

VIRTUAL ASSISTANT COURSE| SEPT,2022| ALX-AFRICA

General virtual assistance

Learnt on how to schedule travel arrangement, project management, data entry, transcribing, Email management, Executive Calendar management

Customer service, Google workspace tools and Online Research

Skills & Abilities

SALES

- Develop and create unique displays that attract customers to a desired product
- Team worker who is able to adapt in highly dynamic and changing situations in the office
- Exceeded sales goals on an average of 10% for 5 straight months
- Upsell customers through the recommendation of products that meet their specific needs
- Process 30+ customer transactions a day and factored sales, discounts, and promotions into the final price.

CUSTOMER SERVICE

- Receive a +95% on customer service feedback surveys on a consistent basis by providing a friendly in-store environment
- Enhance the customer experience by providing quality assistance and in-depth product knowledge
- Educate customers on up-and-coming brands/products/services

COMMUNICATION

- Excellent written and verbal communication skills:
- Confident, articulate, and professional speaking abilities
- Empathic listener and persuasive speaker
- Writing creative or factual
- Speaking in public, to groups, or via electronic media
- Excellent presentation and negotiation skills

OTHER RELEVANT SKILLS AND TOOLS

Microsoft Office

Google work space

Slack

Zoom

Asana

Canva (basic)

Google calendar

Zendesk

Calendly

Jira

AmoCRM

Social Media platforms (Facebook, Instagram, Tiktok etc.)

Multitasking

Dispute Resolution

Analytical thinking

Data confidentiality

Creative thinking

Clerical support

40 WPM

EXPERIENCE

ADMINISTRATIVE ASSISTANT| INTERNSIFY AFRICA | JULY 2023-PRESENT (REMOTE)

- Managing schedules and calendars for team members
- Coordinating meetings and events
- Handling travel arrangements and expenses
- Assisting in organizing company documents and files
- Answering phone calls and responding to emails.
- Assisting with general office tasks and maintaining a clean workspace
- Providing administrative support remotely
- Handling email management and responding to inquiries
- Scheduling appointments and managing calendars
- Conducting online research and data gathering
- Assisting with social media management and content creation
- Handling online customer support and live chat interactions
- Responding to customer inquiries and providing support via various channels (email, chat, phone)
- Assisting customers with product or service-related questions
- Troubleshooting technical issues and providing solutions
- Handling customer complaints and ensuring their resolution
- Maintaining customer databases and updating records
- Collecting feedback and relaying it to the relevant teams for improvement.

VIRTUAL ASSISTANT AND CUSTOMER SERVICE INTERN| INTERNSIFY AFRICA | MARCH 2023-JULY 2023(REMOTE)

- Customer service
- Learnt on how to create a customer-centric culture: building lasting relationships
- Common customer service challenges and how to handle them.
- Understanding customers' expectations and needs
- Use of different Software's
- Duties and skills of a virtual assistant
- Learnt on how to book appointments using different software's.

SOCIAL MEDIA ASSISTANT| FIDEL GLOBAL INFINITIES| APRIL-JULY, 2023(CONTRACT)

- Manage the social media platforms of the company (Facebook, Instagram & Tiktok) and the E-Commerce Website
- Regular updates and timely responses to inquiries.
- Uploading of products from the backend of E-Commerce Website

- Creating and posting of contents on company social media handles using company's Template
- Providing general administrative support to the company
- Responding to social media messages, comments and responding to emails.
- Manage regular posting schedule
- Writing of proposal to different companies and booking appointments
- Identify opportunities for partnership and collaboration
- Prepare content calendar
- Monitor competitor activity on social media, identifying opportunities for improvement.

VIRTUAL ASSISTANT | DIGITAL WITCH | JUNE 2022-DECEMBER 2022

- Freelance **(REMOTE)**
- Established a connection with more than three clients to deliver excellent communication and customer service, therefore reaching the expectation of each client.
- Converted over 50 word documents to PDF for backup needs.
- Provided email and communication services to 4 clients regarding their businesses and how they can increase revenue using a virtual assistant.
- Conducted web research to locate the address and contact information for a specified list of businesses.
- Carried out secretarial duties such as taking notes, Typing and delivering them to company executives.
- Data entry into prepared spreadsheet and keep spreadsheet updated

BUSINESS DEVELOPMENT MANAGER | APO-ONLINE | JANUARY 2018- JANUARY 2019

- Organized events and product exhibition
- Presented ideas for promotional activities and strategies
- Supervised and developed marketing campaign
- Conducted research, analysis of data to better identify and define audience and data entry
- Oversea and developed marketing campaign
- Advertisement of jobs on social media platforms and recruitment
- Support brand events and/or sampling activations, ensuring coverage is featured on brand social channels.

ADMINISTRATIVE/CUSTOMER SERVICE REPRESENTATIVE | JOHN C GROUP OF COMPANY | JAN. 2017- DEC. 2017

- Drafts confidential correspondence, edit documents, take minutes of meetings
- Reviewed customer histories, reconciling account discrepancies and handling disputes.
- Administrative and secretarial duties.
- Typed, prepared and collated reports
- Maintained diaries and arranged appointments for directors/executive
- Answered calls, taking messages and handling correspondence
- Coordinates data from a variety of sources for use in reports and presentations
- Performs research and prepares information for special projects as assigned
- Plans, coordinates and supports meetings and conference
- Sort, review and distribute mail
- Design and prepare presentations and reports

- Processed orders and coordinated delivery schedules to meet customer needs.

COMMUNITY SERVICE

Fundraising committee 2019

Food and Health Committee 2019