

CHIKAODIRI, BLESSING KELECHI

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A skilled professional with years of experience in financial industries, Fintech, and Educational institutions, and a proven track record as a virtual assistant on Upwork for different Clients. I have a positive and infectious personality with excellent interpersonal and freelancing skills. Dedicated to providing high-quality virtual assistance, customer service and reconciliation of financial transactions.

SKILLS

Virtual Assistance Skill	Customer Service	Organizational skills
Analytical Skill	Effective Communication	Basic Accounting
Advance Computer skills	Social Media Skills	Digital Marketing Skills

EMPLOYMENT HISTORY

Virtual Assistant on Upward for different Clients (2022 till date)

- ★ Respond to emails and phone calls
- ★ Schedule meeting
- ★ Provide customer service as first point of contact
- ★ Prepare presentation as assigned
- ★ Manage Calendar
- ★ Transcriptions
- ★ Proofreading documents

Credit Control/Customer Service Officer (May 2021 –October 17, 2023) BSSM Nigeria Limited

- ★ Issue Resolution.
- ★ Inbound and outbound calls to customers to confirm payments.
- ★ Analyzed credit information to determine whether or not to provide pay-later to specific customers.
- ★ Established credit limit and days for customers, ensured that the payments and balance did not exceed the limit.
- ★ Providing answers to customers questions via Chat or Email.
- ★ Supervision of junior officers

Key Achievement

- Best Employee of the year, 2022.

Customer service /Credit Officer (March 2020 – May 2021) XGO Financial Limited

- ★ Explained loan information, such as interest rates, lending terms, and loan application limit to customers through chat or Email.
- ★ Inbound and outbound calls for customers payment and reconciled them.
- ★ Verified credit application forms, creditworthiness of all customers and approved loan disbursement.
- ★ Customers' Loan Processing

Key Achievement

- Increased the number of loans processed.
- Got awarded as the Best customer service/Credit Officer, 2020.

**Riders Manager (June 2019 – February 2020) Opay
Nigeria Limited**

- ★ Managed over 60 riders and supervised their daily activities.
- ★ Resolved and escalated problems encountered by riders and customers.
- ★ Payment reconciliation.

Key Achievement

- Improved the performance and productivity level of riders by 40%.

**Account Officer/ Personal Banker (April 2018 – May 2019) Stanbic IBTC
Bank**

- ★ Withdrawal and Payment processing
- ★ Answering of customers enquires
- ★ Opening of New Accounts for Customers
- ★ Evaluated current customer's account to recommend further beneficial products.
- ★ Increased customer understanding of the bank's products, as well as, competitive advantage over other service providers.
- ★ Built relationships with customers and the community to promote long term business growth.

Key Achievement

- Built and maintained relationship with both new and existing customers

**Secretary/Personal Assistance Assistant officer. (December 2016- January 2018)
Mountain Top University, Ibafo, Ogun State**

- ★ Established filling system
- ★ Providing administrative support to the Professor and taking minutes at departmental meetings.
- ★ Sent and responded to mails and memos ★ Organized and scheduled departmental meetings.

Key Achievement

- Established filling system for the department of English.

EDUCATION

Digital Ad Expert (Digital Marketing) (2023)

Aleph

Digital Marketing fundamentals (2023)

IIDE School

Skill Workshop Program for Administrative Staff (2017)

Mountain Top University Ibafo, Ogun State

Advanced Digital Appreciation Program for Tertiary Institutions (ADAPTI) (2017)

Mountain Top University, Ibafo, Ogun State

Bachelor of Arts, English Language and Literature (Second Class Division) (2011–2015).

Ebonyi State University, Abakaliki, Nigeria.

Reference:

1. Mrs. Steven Dooshima
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2. Mr. Emmanuel Orogun
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