



Professional Summary

Dedicated and detail-oriented Virtual Assistant and Email Support Specialist with hands-on experience assisting clients remotely. Skilled in managing administrative tasks, handling professional correspondence, and supporting business operations through efficient organization and communication. Highly adaptable, tech-savvy, and committed to delivering excellent service while maintaining accuracy and confidentiality.

Core Competencies

- Email & Chat Support
- Document Preparation & Data Entry
- Calendar and Schedule Management
- Social Media Assistance (Instagram, Canva)
- Google Workspace & Microsoft Office Suite
- Customer Service Communication
- Time Management & Problem Solving

Experience

- **Fiverr** 2023 - 2025
Virtual Assistant (Remote)
 - Provided administrative and communication support to clients across different industries.
 - Managed emails, organized spreadsheets, and maintained online records using Google Workspace tools.
 - Assisted with content scheduling and social media coordination via Canva and Instagram.
 - Delivered timely, professional responses to client inquiries, ensuring smooth remote collaboration.
- **Julie Schools (NYSC)** 2022 - 2023
Teacher
 - Increased the average student pass rate for junior WAEC/NECO by implementing a targeted, six-week exam preparation scheme
 - Managed emails, organized spreadsheets, and maintained online records using Google Workspace tools.
 - Assisted with content scheduling and social media coordination via Canva and Instagram.
 - Delivered timely, professional responses to client inquiries, ensuring smooth remote collaboration.

Education

- **Delta State University** 2023
Business Administration

Skills

- Team Building & Interpersonal : Worked in a team to complete projects on time
- Technical Proficiency : Microsoft Office Suite(Expert in Excel, PowerPoint, Outlook)
- Analytical & Attention to Detail : Analyzed monthly sales data with attention to detail, identifying an errors
- Leadership & Soft Skills : Critical Thinking, Problem Solving, Team Building, Decision Making, Attention to Detail, Interpersonal Communication
- Problem Solving & Critical Thinking : Resolved 95% of high-priority client issues within a 2-hour critical window using critical thinking to streamline troubleshooting protocols.
- Sales & Decision Making : Exceeded quarterly sales goals by 15% by decisively pivoting territory strategy based on real-time market trends.

Strengths

- Strong attention to detail
- Reliable and self-motivated
- Professional work ethic and confidentiality
- Excellent written and verbal communication

Reference

- **Micheal Chigozie - BOA Group**
Human Resource Manager
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