

AMARACHI EBENEZER

Lagos, Nigeria

amarachieb3@gmail.com | +2347014131796

PROFESSIONAL SUMMARY

I am a highly organized and dependable Virtual Assistant with over 4 years of experience supporting busy professionals in administrative coordination, calendar management, and client communication. ALX- certified, with hands-on familiarity in tools like HubSpot, Google Workspace, and Sales Navigator. I am known for being proactive, people-oriented, and efficient in handling client-facing tasks across remote work settings.

PROFESSIONAL EXPERIENCE

Virtual Assistant (Remote)

February 2025 – July 2025 (Freelance)

- Supported executives and entrepreneurs with scheduling, client outreach, and document organization.
- Managed daily calendars, arranged virtual meetings, and sent timely follow-ups to maintain professional engagement.
- Handled inbox filtering and correspondence to streamline executive communication flow.

Digital Marketing and content creation intern

JTF digital (July 2024- December 2024)

- Supported the content creation and social media management team with ideas, scheduling, and engagement
- Assisted in the development of creative designs and visuals for digital campaigns.

- Participated in brainstorming sessions for ongoing projects and providing fresh perspectives
- Helped with research and reporting on industry trends and competitor activities

Client outreach specialist

Spectra Acquisition (April 2023- May 2024)

- Utilize LinkedIn Sales Navigator to identify and connect with potential clients across multiple industries.
- Engage prospects through personalized outreach to introduce company services and build relationships.
- Qualify leads and schedule high-value appointments between prospects and the sales team.
- Support the sales pipeline by ensuring consistent follow-up and maintaining accurate records of client interactions.
- Contributed to increasing client acquisition by driving targeted outreach and generating booked meetings with decision-makers.

Social Media Manager

A&R Essence | January 2023 – December 2023

- Handled content planning and scheduling, responding to customer inquiries and organizing DM-based order appointments.
- Communicated with clients, managed digital calendars, and supported logistics coordination.

Customer service representative

Ison Bpo international (April 2022- November 2022)

- Handled high-volume inbound and outbound customer interactions, ensuring prompt and professional resolution of inquiries and complaints.
- Assisted clients with account management, service requests, and troubleshooting, consistently meeting service level agreements (SLAs).
- Documented customer interactions and maintained accurate records in the company's CRM system.
- Collaborated with team members to achieve performance targets, improve call quality, and enhance customer satisfaction.
- Demonstrated excellent communication, empathy, and conflict-resolution skills, contributing to improved customer retention and loyalty.

Sales Coordinator

Ez Auto Parts Company | February 2020 – December 2020

- Actively engaged with clients to understand their needs and matched them with suitable product solutions.
- Maintained daily communication logs and followed up with potential buyers, supporting team sales targets.

Certifications and training

- Excellent use of cane and capcut applications
- Veterinary Medicine License
- Virtual assistant by Alx
- Graphics designing by ALX
- Customer service training at Ison bpo international

- Digital marketing and content creation certification by SLA (still ongoing)

CORE SKILLS

Technical Skills:

- Spreadsheet Management (Excel, Google Sheets)
- Email Campaign Setup and Automation (Instantly)
- CRM and Task Tracking (ClickUp)
- Canva Expertise (Graphic and Cover Photo Design)
- Google Workspace (Google Docs, Slides, Drive)
- Market Research and Survey Creation
- Social Media Management

CRM Tools (HubSpot, Sales Navigator - basic knowledge)

Administrative Skills:

- Time Management and Multitasking
- Customer Relationship Management
- Data Entry and Record Keeping
- Client Communication and Customer Service
- Problem-Solving and Workflow Optimization
- Customer and Client Engagement
- Cold Calling
- Lead generation
- Email Outreach

- Automation and Workflow Optimization

Communication Skills:

- Written and verbal Communication
- Empathy and emotional intelligence
- Organised communication
- Conflict resolution
- Problem solving
- Professional Email and Virtual Meeting Etiquette