
ADEBAJO OPEYEMI ESTHER

Virtual Assistant/Customer Service Representative

(234) 906-5767-037

adebajoopeyemi27@gmail.com

SKILLS

Communication, Time management, Organization Adaptability, Problem-solving, Customer service, Teamwork, Attention to detail, Flexibility, Discretion, Microsoft Office, Google Suite. Email management, Calendar management, Data entry, Social media management

WordPress, CRM software, Online research, Transcription services.

EXPERIENCE

Executive Brand Global Enterprise, Ibadan - Virtual Assistant

- Freelance Remote/ January 2025 – Present
- Manage clients' calendars, appointments, and email correspondence to ensure efficient scheduling and timely communication.
- Conduct online research and prepare detailed reports to support business operations and decision-making.
- Create, edit, and format documents, spreadsheets, and presentations for internal and client use.
- Handle social media management tasks, including content scheduling, engagement tracking, and basic graphic design.
- Provide customer support through chat and email, ensuring professional and prompt responses to inquiries:

Alerzo, Ibadan - *Customer Service Representative*

February 2023 - December 2024

- Responding to Customer Inquiries: I respond to customer inquiries via phone, email, and social media, providing timely and accurate solutions to their problems. For instance, I once helped a customer in Lagos troubleshoot an issue with their online order, ensuring they received their package on time.

- Resolving Complaints: I handle customer complaints and escalate complex issues to the relevant teams, ensuring prompt resolution and maintaining customer satisfaction. I worked with a customer in Ibadan who was dissatisfied with a product, and I was able to resolve the issue by offering a replacement..

- Processing Orders and Payments: I assist customers with processing orders, handling payments, and providing order updates, ensuring a seamless customer experience.

- Providing Product Information: I provide customers with detailed product information, including features, pricing, and availability, helping them make informed purchasing decision.

- Maintaining Customer Records: I maintain accurate customer records, including contact information, order history, and interaction records, ensuring that customer interactions are personalized and efficient.

EDUCATION

National Open University Of Nigeria, Computer Science - B.SC

2023-2027(IN VIEW)

The Polytechnic Ibadan, Science laboratory Technology - *National Diploma*

2018- 2021

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CERTIFICATES

Virtual Assistant Certificate - ExpressTech Academy