

Contacts

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📍 Nia Quarters FHA Lugbe
Abuja, Nigeria

About

Dedicated Remote Virtual Assistant with expertise in customer service and administrative tasks. Proven ability to provide support and ensure confidentiality. Skilled in communication and collaboration. BA in Christian Studies with strong educational background.

Skills

- Customer Service
- Communication Skills
- Team Collaboration
- Confidentiality
- Administrative Tasks

Esther Adikuru

Experience

DECLUTTER.NG

REMOTE VIRTUAL ASSISTANT | 2024 - 2025

- Provided remote virtual assistance to clients by managing emails, scheduling appointments, and conducting research to support their business needs. - Executed administrative tasks such as data entry, preparing reports, and organizing files to ensure smooth operations and efficiency. - Communicated effectively with clients to understand their requirements and deliver high-quality support, resulting in increased productivity and client satisfaction. - Maintained confidentiality and professionalism in handling sensitive information, building trust and strong relationships with clients. - Demonstrated flexibility and adaptability in handling different tasks and priorities, contributing to improved business performance and client retention.

EASY WELL-BEING NIGERIA LIMITED

REMOTE CUSTOMER SERVICE SUPPORT REPRESENTATIVE/
CONTACT CENTER AGENT
| 2023 - 2024

- Provided exceptional remote customer service support to clients through various channels including phone, email, and live chat, Effective use of CRM Software and Google Suites Like MsWord - Addressed customer inquiries, resolved issues, and ensured high levels of customer satisfaction and retention - Maintained accurate records of customer interactions and transactions in the contact center system - Collaborated with team members to meet and exceed performance targets and KPIs - Demonstrated strong communication skills and empathy in handling diverse customer needs and preferences Result: Achieved a customer satisfaction rate of over 90% leading to increased customer loyalty and positive feedback.

Education

CHRISTIAN STUDIES AND RELIGIOUS COMMUNICATION
B.A

UNIVERSITY OF ABUJA | 2021 - 2024

ARTS

SSCE

GOVERNMENT SECONDARY APO RESETTLEMENT |

2017 - 2020