

Oluwadamilare Boluwatife Dorcas

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Professional Summary

Detail-oriented and results-driven professional with a Bachelor's degree in Integrated Science from Olabisi Onabanjo University. Experienced in virtual assistance, customer service, and sales management, with a proven ability to handle administrative tasks, manage client relationships, and drive business growth. Adept at multitasking, communication, and delivering high-quality support in fast-paced environments. Passionate about leveraging organizational and interpersonal skills to enhance productivity and client satisfaction.

Education

Bachelor of Science (B.Sc.) in Integrated Science

Olabisi Onabanjo University, Ogun State, Nigeria
[2024]

Professional Experience

Virtual Assistant

Freelance | Remote | [2025]

- Provided administrative and operational support to clients across various industries.
- Managed calendars, emails, and data entry tasks with accuracy and confidentiality.
- Assisted in project coordination, document preparation, and online research.
- Utilized productivity tools such as Google Workspace, Microsoft Office, and Trello to streamline workflows.

Customer Service Representative

[Ibk.ltd. com] | [Lagos] | [2023]

- Handled customer inquiries, complaints, and feedback through phone, email, and chat.
- Ensured customer satisfaction by providing timely and effective solutions.
- Maintained accurate records of customer interactions and transactions.
- Collaborated with internal teams to improve service delivery and client retention.

Sales Manager

[Adun foods] | [Lagos] | [2023/2024]

- Led a sales team to achieve and exceed monthly and quarterly targets.
- Developed and implemented sales strategies to increase revenue and market share.

- Built and maintained strong relationships with clients and partners.
 - Conducted market research to identify new business opportunities and trends.
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Skills

- Virtual Assistance & Administrative Support
 - Customer Relationship Management (CRM)
 - Sales Strategy & Team Leadership
 - Communication & Interpersonal Skills
 - Time Management & Organization
 - Microsoft Office Suite & Google Workspace
 - Data Entry & Research
 - Problem Solving & Conflict Resolution
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Certifications

- Customer Service Excellence Certification
 - Virtual Assistant Training
 - Sales and Marketing Fundamentals
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Professional Attributes

- Strong attention to detail and accuracy
 - Excellent communication and multitasking abilities
 - Adaptable to remote and collaborative work environments
 - Committed to continuous learning and professional growth
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