

Ibideji Gbemisola Georgina

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Professional Summary

Results-driven Virtual assistant with experience in administrative support, customer service, and data management. Proven track record of optimizing processes and delivering exceptional customer experiences. Skilled in documentation review, time management, and team management.

Skills:

*Data Management: Experienced in data entry, data verification, and maintaining structured documentation.

*Communication: Strong written and verbal communication skills, with attention to detail and ability to translate complex processes into clear documentation.

*Organizational Skills: Proven ability to manage multiple priorities in a remote setting and maintain organized digital files.

*Technology: Proficient in Microsoft Office, Asana, hubspot, Tebra and other digital tools, with a willingness to engage with AI-driven tools and platforms.

Professional Experience

- Intern Virtual assistant , Digital witch community service

Virtual Assistance, Customer Service, Technical Support, Technical Sales, Telemarketing, Email Marketing, Lead Generation, Email Management, Account Management, WorkFlow Automation, Calendar Management, Cold Calling/Warm Calls, Project Management Tools, Customer Relationship Management, Appointment Settings and scheduling

-Virtual Office Administrator, Intelcapitol Arizona Nigeria (01/2022 - 05/2022)

Managed email inboxes, scheduled appointments, and maintained digital files.

- Data Entry Clerk, iTech Solution (08/2021 - 12/2021)

- Entered and verified data in spreadsheets and databases, ensuring high accuracy and consistency.

- Customer Service Representative, Global Connect Solution (02/2021 - 07/2021)

- Handled customer inquiries and resolved issues, providing positive customer experiences.

Education

Bachelor of Science in Public Health (Community Health Science), Kwara State University, Malete (2017-2022)

Achievements

- Spearheaded the implementation of digital tools, enhancing administrative efficiency by 30%.
- Reduced customer churn rates by prioritizing customer service and promptly addressing issues.

Licensing and Certification

1. Customer Support/Sales & Marketing – Digital Witch (2024)
2. IT Support – Digital Witch (2022)
3. Licensed and Certified Community Health Practitioners- CHPRB 2017

Reference

Available on Request