

RESUME

PROFILE SUMMARY

Detail-oriented Biology graduate with strong experience in administrative support, virtual assistance, customer service, and human resources support. Skilled in managing communication, organizing workflows, supporting clients, preparing documents, and handling confidential tasks efficiently. Experienced in multitasking and delivering high-quality results in remote work environments.

CORE SKILLS

- Executive & Administrative Support
- Remote Customer Service & Client Relations
- Email & Calendar Management
- Document Preparation & Professional Writing
- Research Support & Report Writing
- Microsoft Office & Google Workspace
- Slack | Zoom | Trello | Notion
- Time Management & Multitasking
- Team Collaboration & Confidentiality
- Human Resources Support & Recruitment Assistance
- Social Media Management

WORK EXPERIENCE

Remote Customer Service / Client Support Assistant (Freelance) | 2022 – Present

- Respond to customer inquiries via email, WhatsApp, Instagram, and live chat.
- Assist with orders, billing inquiries, and follow-ups.
- Maintain digital support logs and ensure positive customer experiences.

Remote Executive & Administrative Assistant (Freelance) | 2022 – Present

- Managed communication, scheduling, and document preparation.
- Organized digital records and coordinated virtual meetings.
- Handled tasks with confidentiality and professionalism.

Virtual Assistant (Freelance) | 2022 – Present

- Supported remote task coordination and communication.
- Managed spreadsheets, appointments, and follow-ups.
- Maintained social media pages and online communications.

- Prepared reports, handled data entry, and maintained project timelines.
- Assisted with HR-related tasks such as onboarding documentation and maintaining team records.

Customer Service Representative — Clothing & Footwear Retail | 2022 – 2024

- Assisted customers and ensured a positive shopping experience.
- Handled inquiries, processed sales, and managed product returns.
- Supported inventory and sales documentation.

Fashion Designer & Brand Owner | 2019 – Present

- Designed and produced custom and ready-made clothing.
- Managed client orders and communication.
- Supervised tailors and coordinated production timelines.

Teaching Assistant — Primary School | 2020 – 2021

- Supported lesson delivery and classroom management.
- Assisted in lesson planning, grading, and supervising students.
- Organized extracurricular and group learning activities.

Laboratory Assistant (Industrial Training) — Orthopedic Hospital

- Assisted with sample handling and documentation.
- Maintained safety standards and supported routine testing.
- Carried out administrative tasks including preparing reports and maintaining accurate lab records.

RESEARCH PROJECT

Ticks Associated with Cattle in Dutsin-Ma, Katsina State

- Conducted field sample collection, laboratory identification, and academic reporting.

EDUCATION

Bachelor of Science in Biological Sciences

Second Class Upper Division

TRAINING & CERTIFICATES (IN PROGRESS)

- Microsoft Office & Digital Tools
- Virtual Assistant Skills & Online Communication
- Customer Service & Interpersonal Communication
- Laboratory Safety & Research Methodology

- Human Resource Management

REFERENCES

Available upon request.