

Aishat Abdsalam

Executive Virtual Assistant

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PROFESSIONAL SUMMARY

Dedicated and results-driven Customer Support Officer and Virtual Assistant with a proven track record of driving customer/Clients satisfaction and retention. Adept at building strong relationships with clients, understanding their needs, and providing tailored solutions to ensure their success. Skilled in proactive problem-solving and effective communication, I excel in addressing customer concerns and fostering trust and loyalty.

Experienced at leveraging various tools and technologies to streamline processes and enhance the overall customer experience. Passionate about delivering value to clients and dedicated to driving organizational growth through exceptional customer service and support.

PROFESSIONAL EXPERIENCE

12/2023 – present
Lagos, Nigeria

Customer Support Officer, Hiremote Africa

- Achieved a 15% increase in lead generation by identifying potential customers through diverse sources, including cold calls, referrals, networking, and marketing-generated leads, expanding the sales pipeline and market reach.
- Improved sales efficiency by 20% through thorough research on potential customers, gaining valuable insights into their needs and preferences, enabling a more targeted and personalized approach to sales interactions.
- Established a robust customer retention rate of 25% by building and maintaining strong relationships, fostering trust and confidence in the sales representative and the company, and contributing to long-term customer loyalty.
- Identified potential customers or leads through various sources, including cold calls, referrals, networking, and marketing-generated leads.
- Successfully negotiated terms, conditions, pricing, and contact details, resulting in a 30% increase in closed deals and secured new business, demonstrating effective negotiation skills and business acumen.

10/2022 – 11/2023
Lagos, Nigeria

Virtual Assistant, Hiremote Africa

- Orchestrated efficient email handling, organizing, and categorization, resulting in a 20% reduction in response time and improved client satisfaction.
- Streamlined administrative tasks, reducing processing time by 30% through automation and optimized workflows.
- Implemented cost-saving measures resulting in a 15% reduction in operational expenses for the client.
- Maintained a client satisfaction rating of 95% through prompt communication and effective problem-solving.
- Successfully managed multiple projects concurrently, meeting all deadlines and exceeding client expectations.
- Completed over 500 tasks, ranging from scheduling and email management to research and data entry, with a high degree of accuracy

01/2021 – 09/2022
Lagos, Nigeria

Virtual Assistant, Rifat Pasha Quranic Memorization School

- Developed and implemented personalized care plans tailored to the individual needs of students.
- Provided comprehensive administrative support, including scheduling, correspondence, and data management.

- Assisted in maintaining a clean and organized environment conducive to learning and spiritual growth.
- Supported daily operations by coordinating logistics and preparing necessary materials for classes and events.
- Provided exceptional customer service, data entry, and order processing for multiple clients.
- Consistently recognized for the quality of reports, attention to detail, and outstanding customer service.

12/2017 – 01/2021
Lagos, Nigeria

Administrative Assistant, Juvenile Bright Academy

- Warmly greeted and assisted visitors, clients, and employees in person and via phone, enhancing the overall visitor experience and contributing to a 20% improvement in customer satisfaction.
- Efficiently managed and directed incoming calls to the appropriate person or department, reducing call wait times by 15% and improving internal communication.
- Kept the reception area tidy and organized, reflecting professionalism and hospitality, which positively impacted client perceptions and contributed to a 10% increase in positive feedback.

EDUCATION

04/2015 – 09/2017
Nassarawa, Nigeria

National Diploma, Federal Polytechnic Nassarawa

CORE COMPETENCES

Leadership and Management	● ● ● ● ●	Customer Relationship Management	● ● ● ● ●
Strategic Planning	● ● ● ● ●	Email Marketing	● ● ● ● ●
Administrative Support	● ● ● ● ●	Leads Generation	● ● ● ● ●
Process Improvement	● ● ● ● ●	Conflict Resolution	● ● ● ● ●
SaaS	● ● ● ● ●	Project Management	● ● ● ● ●
Client Communication	● ● ● ● ●	Social Media Management	● ● ● ● ●
Customer Focus	● ● ● ● ●		

CERTIFICATIONS

- Certified Customer Success Specialist - CustomerSuccessU.org. [🔗](#)
- Virtual Assistant Training - Hiremote Africa.
- Lead Generation / Sales Navigation - Hiremote Africa
- Customer Experience 101
- Leveraging Virtual Assistants for Personal Productivity - Coursera [🔗](#)
- Customer Support Training - Hiremote Africa.
- Leveraging Virtual Assistant Tools

TECHNICAL TOOLS

Google Workspace

Hubspot

Dropbox

Zapier

Zoho CRM

Google Calendar

Buffer

Trello

Power BI

Microsoft Excel

Zendesk

SAP