

PROFILE

Versatile and results-driven Virtual Assistant with a strong background in customer support, graphic design, and administrative management. Skilled in resolving customer inquiries promptly, enhancing brand visibility through impactful graphics, and maintaining a professional reception environment. Proven ability to boost customer satisfaction, streamline processes, and collaborate effectively with cross-functional teams. Passionate about providing top-tier virtual support to drive business growth and operational efficiency. Let's connect to explore how I can help your business thrive.

PROFESSIONAL EXPERIENCE

Hiremote Africa, Virtual Assistant

January 2024 – present | Lagos, Nigeria

- As a Freelance Virtual Assistant at Hiremote Africa, I excelled in delivering outstanding customer service through phone, email, and chat. I resolved 95% of inquiries on the first contact, boosting customer satisfaction scores by 20%.
- I meticulously maintained detailed and accurate records of customer interactions and transactions, which led to a 30% reduction in repeat issues and streamlined internal processes.
- By collaborating closely with product and technical teams, I addressed complex issues effectively, resulting in a 25% improvement in product functionality and a significant reduction in customer complain

Tank Up Ventures, Graphics Designer

August 2022 – present | Lagos, Nigeria

- Created visually striking graphics for marketing campaigns and branding initiatives, increasing engagement by 30% and boosting brand visibility.
- Designed compelling visual narratives that effectively communicated and persuaded target audiences, enhancing campaign success by 25%.
- Ensured alignment of design objectives with business goals, leading to a 20% increase in conversion rates and consistent brand messaging

Juvenile Bright Academy, Receptionist

December 2017 – July 2022 | Lagos, Nigeria

- 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.

Aishat Abdsalam
Rockstar Virtual Assistant



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EDUCATION

National Diploma,
Federal Polytechnic Nassarawa
April 2015 – September 2017
Nassarawa, Nigeria

SKILLS

Customer Service	● ● ● ● ●
Calendar Management	● ● ● ● ●
Leads Generation	● ● ● ● ●
Email Marketing	● ● ● ● ●
CRM Management	● ● ● ● ●
Canva	● ● ● ● ●
Project Management	● ● ● ● ●
Spreadsheet Management	● ● ● ● ●
Video Editing	● ● ● ● ●
Sketching and Drawing	● ● ● ● ●

- 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.

CERTIFICATES

- Certified Customer Success Specialist, CustomerSuccessU.org, June 2024. [↗](#)
- Leveraging Virtual Assistants for Personal Productivity, Coursera, May 2004. [↗](#)