



# Professional Portfolio

## Chukwumerije Chisom Rejoice

Administrative and Customer Support  
Expert

# Introduction

Welcome to my portfolio!

Here, you'll find a curated collection of my professional journey that reflects my passion for organization, efficiency, and client support. With a strong belief in the power of structure and communication to drive success, I strive to create seamless systems and positive experiences that leave a lasting impact on clients.



# About Me

Hello! I'm Chukwumerije Chisom Rejoice, an Administrative Assistant and Customer Support professional with over 5 years of experience thriving in fast-paced environments. My journey in administration has been driven by a passion for organization, communication, and creating smooth experiences for both clients and colleagues. Skilled in Microsoft Office, Google Workspace, Generative AI, and digital scheduling tools, I bring precision, adaptability, and a problem-solving mindset to every team I am part of.



# Skills and Expertise

- 1 Organization & Workflow Management
- 2 Customer Service Excellence
- 3 Excellent Communication
- 4 Technical Proficiency
- 5 Problem-Solving and Adaptability
- 6 Generative AI

As an Administrative Assistant and Customer Support professional, I have built a versatile skill set that enables me to manage operations efficiently, support teams effectively, and deliver excellent client experiences. Here are some of my key skills and areas of expertise:



# Portfolio Overview

Welcome to my professional portfolio, a carefully crafted collection that showcases my skills, experience, and dedication as an Administrative Assistant and Customer Service professional. This portfolio reflects my journey in administration and client support, highlighting projects and roles that demonstrate my ability to blend organization, communication, and problem-solving to create smooth and efficient workflows.

[RESUME](#)



# Educational Background

University of Nigeria  
2015-2019

I obtained my Bachelor of Science degree (Plant Science and Biotechnology) from the University of Nigeria, Nsukka Enugu State, Nigeria.

CyberSafe Foundation  
2023

I was certified as a Data Analyst in analytics skills, Basic Digital Literacy, Cybersecurity Awareness, and Soft Skill Training in October 2023.



# CERTIFICATIONS

Introduction to Generative AI

November, 2025

ALX Virtual Assistant

October 7<sup>th</sup>, 2024

ALX AI Career Essentials

July 7<sup>th</sup>, 2024

Google Sheets Training

February 5<sup>th</sup>, 2024

Data Visualisations: Empowering Business with Effective Insights January 25<sup>th</sup>, 2024

Cybersecurity Awareness Course (CSAM 2023)

October 11<sup>th</sup>, 2023

Data Analytics Training: Basic Digital Literacy, Cybersecurity Awareness training, Soft Skills training  
(CyberSafe Foundation) December, 2023

Jobberman Soft Skills Training

May 30<sup>th</sup>, 2022



# EXPERIENCES

LEGAL SECRETARY/PELICAN ATTORNEYS

July, 2025 - Till Date

## Duties

- Drafts and formats legal documents, contracts, and correspondence.
- Manage case files, calendars, and court schedules efficiently.
- File legal documents with courts and regulatory bodies on a timely basis.
- Handle client communication, meetings, and confidential records.
- Support attorneys with research, billing, and trial preparation.

CUSTOMER SERVICE RELATIONSHIP MANAGER/EXQUISITELOOKSNG GEMS

March, 2025 - June, 2025

## Duties

- Provided exceptional customer support service, addressed inquiries, resolved issues, and ensured customer satisfaction both in-store and online.
- Cultivated and maintained strong relationships with customers through personalized services, communication, and follow-ups.
- Created and curated engaging content for social media platforms to showcase products, build brand awareness, and interact with customers.

# EXPERIENCES

SECRETARY/GREENFIELD MONTESSORI SCHOOL

Sept, 2024 - Jan, 2025

## Duties

- Contributed positively to a supportive learning environment by providing seamless and efficient administrative support.
- Cultivated strong relationships with the school community through effective communication and timely issue resolution.
- Leveraged WPS office suite for efficient document creation and editing, including educational materials and official correspondence, before digitization and system integration.
- Prioritized tasks and maintains a well-organized and efficient workspace.

CUSTOMER SERVICE OFFICER/FOCAL POINT CLEANERS LIMITED

Sept 12th 2022 - Nov 30th 2023

## Duties

- Provided exceptional customer service via phone, email, and in-person interactions.
- Managed front desk operations, receiving and inspecting incoming items.
- Handled customer complaints and ensured efficient resolution.
- Maintained office supplies inventory and restocked as needed.

# EXPERIENCES

VOLUNTEER/DISABILITY RIGHTS ADVOCACY CENTRE (DRAC) - NGO

March 2021

## Duties

- Participated in a four-day equality boot camp for girls organized by DRAC.
- Collaborated with diverse teams, mastering teamwork to achieve desired outcomes.

OFFICE ASSISTANT/NYSC, BORDER COMMUNITY DEVELOPMENT AGENCY (BCDA)

March 2020 - February 2021

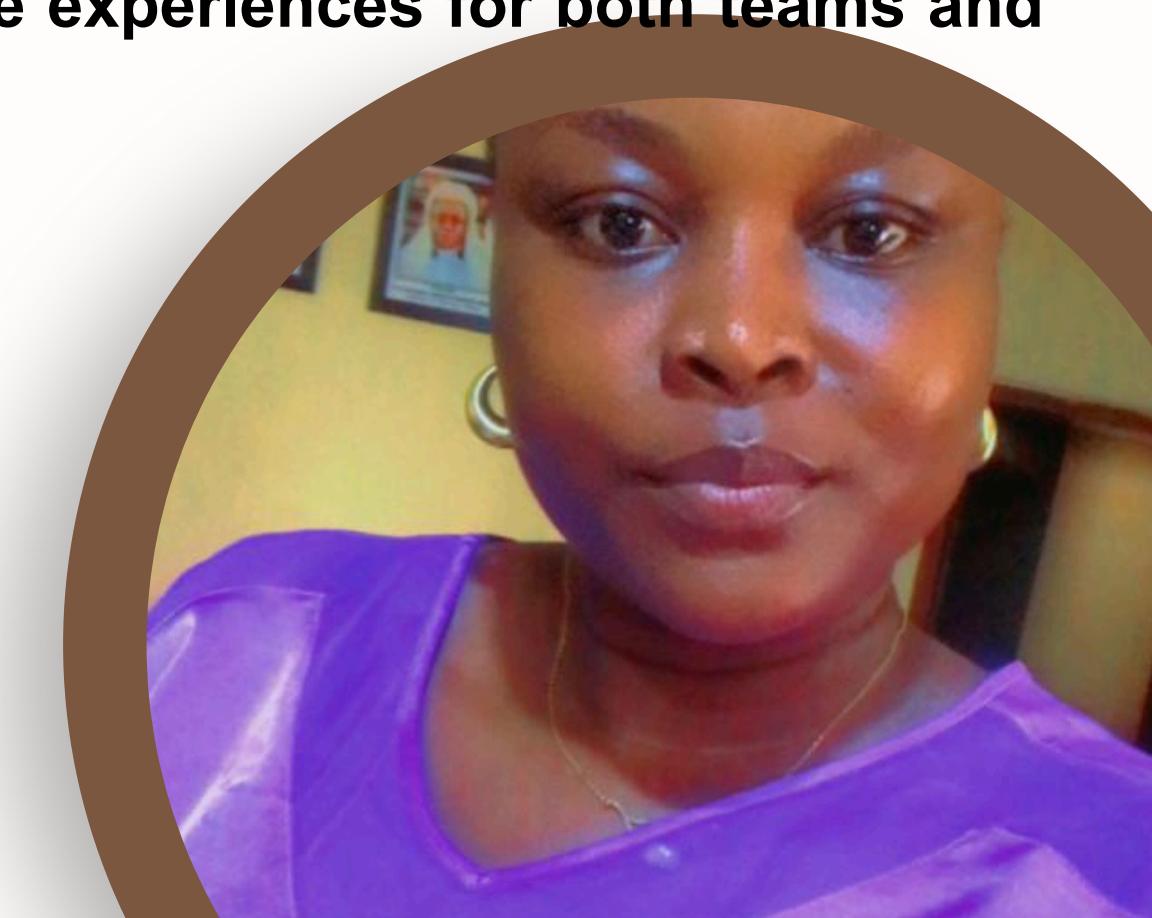
## Duties

- Managed and organized the office mail system (incoming & outgoing).
- Implemented a chronological filing system for efficient document retrieval.
- Welcomed visitors to the legal department and assisted with inquiries.

# Portfolio Overview

## Administrative/Customer Support Skills

I have over five years of combined experience in administration and customer service, supporting organizations across education, legal, corporate, and NGO sectors. My roles have included managing workflows, drafting documents, scheduling, handling high-volume inquiries, and providing exceptional client support. With strong technical skills in Microsoft Office, Google Workspace, Generative AI, and scheduling tools, I excel at ensuring efficiency, clear communication, and positive experiences for both teams and clients.



# Portfolio Overview

ALX VIRTUAL ASSISTANT  
COURSE

## AI Portfolio

### Udio Song

In week 1 of my Aice learning journey, I composed a song centered around the concept of discovering beauty within imperfections. Follow the link above to listen.

### Infographic

Infogram serves as an AI-powered platform for crafting visually engaging charts and representations. I utilized it to analyze a raw dataset and subsequently transform it into visually compelling charts. Please access the link to explore the visualized data analysis.



# Portfolio Overview

ALX VIRTUAL ASSISTANT  
COURSE

## Data Analytics

With a year of experience in data analysis, I excel in leveraging Microsoft Power BI and Excel to craft insightful visualizations for personal projects. My skills encompass data interpretation, trend analysis, and presenting complex insights in user-friendly formats. I thrive on transforming raw data into actionable insights, driving informed decision-making.

## Web Design

During my Aice program, I delved into diverse AI tools, with web design captivating my interest. Leveraging Canva, I crafted a dynamic portfolio reflecting my uniqueness and narrative. As a web design specialist, I seamlessly blend creativity with functionality to deliver captivating digital experiences. My expertise lies in translating concepts into visually engaging and user-centric websites that leave a lasting impression.



# Social Media

## LinkedIn

Visit my LinkedIn profile for an in-depth exploration of my professional trajectory. Discover the array of projects I've tackled as a data analyst, highlighting my analytical finesse and problem-solving acumen. Dive into my Aice learning journey, gaining valuable insights into my commitment to ongoing growth and advancement in the realm of data analysis and beyond.

## Instagram

Connect with me on Instagram to delve deeper into my journey and learn more about what drives me. Follow my page to stay updated on my latest projects, insights, and experiences. Let's connect and explore the world of creativity and innovation together.





*Thank you for visiting my portfolio — I hope it inspires confidence in my skills and dedication!*

# Chukwumerije Chisom Rejoice

## Contact Information

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