GBEMISOLA MARGARET BUSARI

Executive Assistant

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Lagos, Nigeria

Career Objective

Hardworking professional with 3 years of experience and demonstrated success in leveraging strong organizational, communication, multitasking, and problem-solving skills to support the achievement of C-level executives. Exceptional interpersonal skills with a proven ability to build and maintain successful relationships with superiors, colleagues, and subordinates. Skilled in meeting scheduling, calendar management, project planning and process improvement. Highly proficient in MS Office Suite, G Suite, and CRM tools with proven track record of delivering timely and high-quality results.

Skills

- Research & Data Compilation
- Data Analysis & Report Writing
- Transcribing & Data Inputting
- Executive Administrative Support
- Meeting Scheduling & Travel Management
- Information Confidentiality & Discretion
- Project Support & process Improvement

- Problem-Solving & Analytical Thinking
- Interpersonal
- Team Collaboration
- Communication
- Tech Savviness

Work Experience

EXECUTIVE ASSISTANT– AfricanBio MedTests Ltd – Remote   November 2022 - till date

- Provided direct technical and administrative support directly to the CEO that resulted in 30 % increase in daily achievements.
- Achieved a monthly average score of 85 % based on client satisfaction surveys by applying critical thinking, interpersonal, and problem-solving skills on diverse issues.
- Effectively managed customer's data within the CRM and achieved 100 % data conformity.
- Ensured consistent daily analysis of delivery report from WhatsApp and Email marketing.
- Conducted business intelligence research and increased the number of collaborators by 10% monthly.

FINANCIAL ADVISOR – FBNInsurance, Ogbomoso Unit   August 2022 - April 2023

- Engaged in marketing of company's product offerings that lead to a 30% increase in new customer NPS scores within 3 months.
- Consistently maintained 90 % customer retention rate for 6 months which placed me above the company average target.
- Helped resolve a recurring product complaint by analyzing reports and identifying a major process bottleneck, and this led to 50 % reduction in tickets for this specific issue.
- Managed and updated customers' records within the CRM database for seamless workflow between advisors.

Certifications

✓ CERTIFIED VIRTUAL ASSISTANT – African Leadership Academy   2023
✓ CERTIFIED IBM DATA SCIENCE PROFESSIONAL – Coursera Learning   2023

Education

MASTER OF TECHNOLOGY, Biochemistry - Federal University of Technology Akure, (FUTA)   2019 – 2021
BACHELOR OF TECHNOLOGY, Biochemistry – Federal University of Technology Akure, (FUTA)   2011 - 2016

Interests

Continuous Learning
Skill Acquisition
Women Empowerment