

OMEKE, DEBORAH TOBI

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SUMMARY

Detail-oriented and highly accurate Data Entry Specialist with strong organizational skills and a solid background in administrative support. Proficient in Microsoft Excel, including pivot tables and data organization tools. Proven ability to maintain and update databases with a high degree of accuracy and efficiency. Seeking to contribute to a dynamic remote team with my dedication to precision and data integrity.

SKILLS

- Fast and accurate data entry (60+ WPM)
- Microsoft Excel (Pivot Tables, VLOOKUP, Data Validation)
- Database management and maintenance
- Document organization and digital filing
- Strong attention to detail
- Time management and task prioritization
- Remote work communication tools (Zoom, Slack, Teams)

PROFESSIONAL EXPERIENCE

Administrative Assistant / Data Entry Clerk (Remote)

PSAIC | August 2024 – Present

- Entered, verified, and updated large volumes of data into company CRM with 99% accuracy.
- Maintained spreadsheets and generated reports using Excel functions and pivot tables.
- Organized and digitized documentation for efficient data retrieval and compliance.
- Assisted in scheduling, email correspondence, and document preparation.

Customer Success Associate (Remote)

Reliance Health | May 2022 – June 2024

- Spearheaded the collection and analysis of customer feedback across multiple channels (phone, email), identifying key trends and areas for improvement.
- Collaborated with cross-functional teams to address customer pain points, ensuring a seamless customer journey from onboarding through ongoing support.
- Managed escalations and resolved complex customer issues, improving customer satisfaction by 90%.
- Contributed to the development of customer engagement content, including knowledge base articles, that reduced customer queries.

- Engaged in proactive outreach to enhance customer retention, identifying opportunities for service improvements.

Intern – Human Resources

Amazon Energy | Feb. 2021 – June 2021

- Supported the HR department in streamlining employee onboarding processes, enhancing new hire experiences and improving engagement.
- Assisted in creating training materials and feedback programs to optimize employee satisfaction and retention.

Secretary/ P.A

T.I. Agoro & Associates (Success Chambers) | May 2020 – Jan. 2021

- Managed administrative operations including data entry, filing, and record keeping. Organized key meetings, ensuring seamless coordination between teams to meet project timelines.
- Developed service manuals to improve internal processes and enhance service delivery.

Chemistry Tutor

Queen's College | Oct. 2018 – Jan. 2019

St. Finbarr's College | Oct. 2017 – Jan. 2018

- Focused on adapting teaching strategies based on feedback, improving overall student engagement and performance.

EDUCATION

B.Sc. (ED) Chemistry Education

University of Benin, Edo State | 2019

WASSCE

Dynamic Landmark College, Ota, Ogun State | 2015

CERTIFICATIONS/ AWARDS

- **Best Graduating Student** – Department of Chemistry Education, University of Benin (2019)
- **Data Analysis – Microsoft Excel and Power Bi** (TechCommand) | May 2025

INTERESTS

- Research | Fashion | Technology | Puzzles

REFERENCES

Available upon request.