

## NKECHI ONYEAMA

Virtual Assistant

Onyeama01@gmail.com | [LinkedIn](#) | +2349035506662 | Lagos, Nigeria

### SUMMARY

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- Energetic self-starter with experience in Customer Relations and Marketing.
- Excels in providing exceptional service to clients; especially skilled with handling challenging customers.

### WORK EXPERIENCE

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#### **Sandella Enterprise**

**March 2022- Present**

#### **Service Administrator – Lagos, Nigeria**

- Designed and produced a customer service based system to analyze customers' satisfaction.
- Created a client-customer forum.
- Responding to customer inquiries via phone, email, chat, or social media.

#### **Customer Service Representative**

**January 2021 - December 2022**

#### **TcFrieshouse - Edo, Nigeria.**

- Successfully delivered prompt and quality services to customers.
- Skillfully managed administrative responsibilities for the restaurant: maintenance issues, incident reports, room transfers, handling of confidential information and conflict resolution. Received outstanding feedback ratings.
- Managing and updating customer accounts and information.

#### **Customer Service Representative**

**August 2020 - December 2020**

#### **Inter-arc consultants — Edo, Nigeria.**

- Manage and update customer accounts and information.
- Skillfully kept a detailed and organized file management system.
- Analyzed Customer feedback to identify areas for improvement.

### VOLUNTEER ACTIVITIES

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#### **Co-Founder, Sandella Enterprise**

**September 2022 - Present**

Successfully overcome challenges faced in the rural banking system. Sensitization and Enlightening by providing and orienting them of the tenets of the country banking system.

### SKILLS

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|------------------------------------|----------------------------------|------------------------|
| • Written and verbal communication | • Empathetic/proactive listening | • Project Coordination |
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### EDUCATION

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**University of Benin, Edo state , Nigeria**  
BA, Philosophy

**March 2023 – July 2017**

### LANGUAGES

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| • Igbo - Native | • English - Expert |
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