Emmanuel Silas Kelechi

Customer Support · Virtual Assistant · Data Entry Specialist

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🌐 [Portfolio](#) • [GitHub](#) • [Certification](#)

Summary

I specialize in customer support, virtual assistance, and data entry, providing businesses with efficient solutions to manage schedules, clean datasets, and enhance communication. With expertise in **prompt engineering** and **data management**, I also automate workflows and support remote teams for smooth operations. Currently open to remote roles.

Core Skills

- Customer Support (Email, Chat)
- Virtual Assistance (Scheduling, Task Management)
- Data Entry & Cleaning (Python, Excel, Google Sheets)
- Prompt Engineering
- Data Wrangling (Validation, Transformation)
- Communication (Clear messaging, Problem-solving)

Selected Projects

Support Samples — Real Customer Interactions → [View Project](#)

- Demonstrated professional support responses.
- Showcased clear communication and problem-solving in handling inquiries.

Data Entry & Cleaning — Before → After → [Repo](#)

- Cleaned and transformed messy data (duplicates, missing values).
- Delivered accurate, consistent tables, speeding up validation and analysis.

Automated Scheduling Tool → [Demo](#) | [Live URL](#)

- Designed an automated scheduling assistant for appointments.

- Sends invites, automates confirmations, and reschedules.
- Highlights efficiency and innovation in workflow automation.

Experience

Customer Support & Veterinary Assistant — *Petinn Store* (2021)

- Assisted the veterinarian with pet care and guidance.
- Ensured a high level of customer satisfaction.

Mathematics Tutor (Home Lessons) — *Private Tutor* (2022)

- Taught Mathematics to SSCE and JAMB students.
- Created tailored lesson plans, improving exam performance.

Customer Support Representative — *Oluwafemi Clothings* (2023)

- Responded to customer queries and processed orders.
- Ensured timely resolutions via email and live chat.
- Managed customer expectations with professional communication.

Forex Instructor (Remote) — *Self-Employed* (2024–Present)

- Taught Forex trading concepts to online students.
- Created guides, lesson plans, and educational content.
- Offered personalized coaching and feedback.

Education

B.Sc. Mathematics Education *(In Progress)*
University of Lagos (Unilag) — *Expected 2027*

Certifications

- **Data Manipulation** — DataCamp (Issued July 2025) · [View Credential](#)

Additional Information

- **Typing Speed:** Fast and accurate, ensuring efficient data entry and communication.
- **Languages:** Fluent in English.