

# Emmanuel Silas Kelechi

## Customer Support • Virtual Assistant • Data Entry Specialist

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🌐 [Portfolio](#) • [GitHub](#)

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## Summary

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

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## Core Skills

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

- **Support Samples — Real Customer Interactions** → [View project](#)
    - Demonstrates customer interactions and professional support responses. Showcases clear communication and problem-solving approach in handling inquiries.
  - **Data Entry & Cleaning — Before → After** → [Repo](#)
    - Cleaned and transformed messy data (duplicates, missing values) into a consistent table, speeding up validation and ensuring accuracy.
  - **Automated Scheduling Tool** → [Live URL](#) | [Demo](#)
    - Prompted/Created an auto scheduling assistant to streamline appointment management. It sends invites, automates confirmations, and reschedules. This shows how well I stand out amongst other applicants.
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## Experience

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

- Assisted the veterinarian as an assistant to provide care and guidance for pets, ensuring a high level of customer satisfaction.

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

- Provided home lessons for SSCE and JAMB students in Mathematics.
- Developed tailored lesson plans to address individual student needs, enhancing understanding and exam performance.

### **Customer Support Representative — Oluwafemi Clothings (2023)**

- Responded to customer queries, processed orders, and ensured timely resolutions.
- Maintained professional communication through email and live chat, addressing concerns and managing customer expectations.

### **Forex Instructor (Self-employed, Remote) — 2025–Present**

- Teach Forex trading concepts to students referred to me online, helping them develop their skills and strategies.
  - Create educational content, guides, and lesson plans to simplify complex trading topics.
  - Offer personalized coaching and feedback, supporting students through their learning journey in Forex.
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## Education

**B.Sc. Mathematics Education (in progress)**  
**University of Lagos (Unilag) — Expected 2027**

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## Additional Information

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