

ATOYEBI TABITHA

(VIRTUAL ASSISTANT | CUSTOMER SERVICE REPRESENTATIVE)

| Port Harcourt, Nigeria

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PROFILE

Detailed-oriented Virtual Assistant with expertise in administrative support, CRM, and communication tools. Skilled in scheduling, data management, and customer satisfaction. Proactive and results-driven, enhances team efficiency and drives business success.

EDUCATION

Rivers State University, Nigeria

- Bachelor of Science in Biochemistry | Second Class Upper Division (4.2/5.0) 2020 – 2023

Lead City University, Nigeria

- A Level (Biology | Chemistry | Physics) 2019 – 2020

WORK/VOLUNTEERING EXPERIENCES

Customer Service Representative & Social Media Manager

The Cupid Cave, Port Harcourt

January 2024 – July 2024

- Handled customer inquiries and complaints via phone, email, chat, or in-person.
- Resolved issues and provided solutions in a timely and professional manner.
- Collaborated with internal team to resolve customer issues.
- Created and scheduled social media content across multiple platforms.
- Engaged with online communities and responded to comments and messages.
- Monitored and reported on social media metrics (e.g engagement rates, follower growth)

Laboratory Assistant (Industrial Training)

Nigeria Liquefied Natural Gas Limited (NLNG), Port Harcourt May 2021 – December 2021

- Conducted routine sample collection and analysis using various techniques, including TDS, pH, conductivity, ammonia testing, and turbidity analysis.
- Played a key role in the quality control processes by performing regular analyses on samples to assess parameters such as TDS, pH, conductivity, ammonia levels, and turbidity.
- Upheld laboratory safety protocols and standards during routine sample collection and analysis, minimizing the risk of accidents and ensuring a secure working environment.
- Applied sound knowledge of analytical instrumentation and methodologies to contribute to the quality control and assurance processes.

- Collaborated with the quality control team to implement corrective actions based on analytical findings, contributing to overall process improvement.

Assistant Teacher

Eggheads International School

September 2019 – January 2020

- Facilitated the implementation of lesson plans.
- Managed classroom dynamics, and provided one-on-one, and group support.
- Fostered student engagement through interactive teaching methods and creative learning activities.
- Played a pivotal role in offering targeted support to students with specific learning needs.
- Addressed challenges in subjects and contributed to the academic growth and confidence of each student.

SKILLS AND INTERESTS

Technical Skills

- Skilled in customer service relationship and management (CRM)
- Proficiency in Microsoft Office suite
- Proficiency in managing client's inbox and calendar
- Skilled in data entry and management
- Expense Tracking
- Skilled in project management tools (Trello and Asana)
- Proficiency in communication and collaboration tools
- Proficiency in managing travel itineraries
- Skilled in managing conflict and providing diplomatic solutions
- Skilled in social media management

Soft Skills: Good communication skills, Confidentiality and Discretion, Time management, Attention to details, well organized and detail oriented, Resourcefulness, Critical Thinking.

CERTIFICATIONS/TRAININGS/MEMBERSHIP

2024 | Virtual Assistant, ALX Africa
 2023 | Molecular Biology and Biology and Bioinformatics Techniques
 2023 | Health, Safety and Environment (HSE) Level 3
 2023 | General, Health Safety and Environment (HSE), GHSE
 2022 | Employability soft skills (HR), Leadership and Career Development
 2021 | ICT Competence and Digital Lifestyle
 2021 | Nigerian Society of Biochemistry and Molecular Biology (NSBMB)
 2021 | West African Society of Toxicology (WASOT)

REFERENCE

- Available upon request