

ATOYEBI TABITHA

(VIRTUAL ASSISTANT | CUSTOMER SERVICE REPRESENTATIVE)

|Port Harcourt, Nigeria

| Email: tabithaatoyebi2003@gmail.com

|Tel: +234 704 621 3966

|LinkedIn: <http://linkedin.com/in/tabitha-atoyebi/>

PROFILE

Detailed-oriented Virtual Assistant with expertise in administrative support, CRM, and communication tools. Skilled in scheduling, data management, and customer satisfaction. Experienced contact center agent skilled in handling high-volume customer inquiries with active listening and empathy; fluent in Yoruba and English, with a professional phone demeanor and proven success in remote virtual teams.

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

Freelance Call Agent/ customer support — Remote

Contract-Based | [January, 2025]

- Handled over 110 patient follow-up and inquiry calls, delivering empathetic and professional support while gathering customer feedback for a healthcare client.
- Communicated effectively, ensuring clarity and sensitivity when addressing urgent or personal concerns.
- Demonstrated strong active listening skills and attention to detail, accurately documenting feedback and follow-up requirements.
- Maintained professional phone etiquette and exercised discretion in handling sensitive patient information.

Freelance Customer Contact Agent – Glo Nigeria Campaign Contract-Based | [July, 2024]

- Contacted over 130 Glo subscribers to inform them about potential SIM deactivation, providing step-by-step assistance to prevent service disruption.

- Delivered urgent customer support and guided clients with clarity and empathy, maintaining a professional and calm demeanor.
- Effectively managed high-volume outbound calls, meeting daily targets with consistent customer satisfaction.
- Collaborated virtually with supervisors to align on updates, showcasing strong remote team communication skills.

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 Liquified 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