**Okereke Chidiebere Eni**

**Virtual Assistant | Administrative Support Specialist | CRM & Data Management**

Enugu State, Nigeria | +234 903 305 7045 | chidimmakrk@gmail.com

**📌 Professional Summary**

Reliable and tech-savvy Virtual Assistant with over 5 years of experience in administrative support, customer service, and CRM management. Skilled in calendar coordination, inbox handling, data entry, and client communication. Known for being highly organized, proactive, and efficient in fast-paced environments. Strong foundation in tech tools and data-driven support.

**💼 Work Experience**

Virtual Administrative Assistant — Pantheros Labs  
2023 – 2024 (Remote)

- Led daily task tracking, calendar scheduling, and inbox filtering for senior staff  
- Managed client lists, updated CRM records, and prepared reports on customer engagement  
- Conducted online research and lead generation to support business development  
- Collaborated with internal teams using Slack, Notion, and Google Workspace

Customer Support Associate — Roban Stores  
2018 – 2023 | Enugu, Nigeria

- Handled customer inquiries via email and phone, improving customer retention by 20%  
- Improved scheduling processes, reducing appointment conflicts and enhancing team coordination by 50%  
- Updated inventory and customer records, maintaining clean data across systems  
- Assisted with promotional campaigns and client follow-up, boosting store engagement

**🧰 Virtual Assistant Skills**

- Calendar & Inbox Management  
- Administrative Support  
- Customer Service & Client Communication  
- CRM Tools (Salesforce, HubSpot basics)  
- Task & Project Coordination (Trello, Asana, Notion)  
- Lead Generation & Online Research  
- Google Workspace, Zoom, Slack  
- Data Entry & File Organization  
- Report Preparation & Documentation  
- Time Management & Prioritization

**🎓 Education**

Institute of Management and Technology — Computer Science  
2014

Major: Data Science | Minor: Machine Learning

**✅ Certifications**

- Project Management — Udemy, 2025  
- Professional Diploma in CRM — Udemy, 2024  
- [Optional] Virtual Assistant Foundations — LinkedIn Learning/Coursera (if applicable)