

FATUNSHIN FUNMILAYO REBECCA | VIRTUAL ASSISTANT | ADMINISTRATIVE ASSISTANT

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PROFESSIONAL SUMMARY

Customer Service Representative and Administrative Assistant with 5+ years of experience providing customer support, administrative coordination, and office management. Recently completed Virtual Assistant training, with skills in remote administrative support, email and calendar management, CRM systems, data entry, document management, and online research. Strong communicator with proven ability to work independently in remote environments, manage multiple tasks, meet deadlines, and support executives and teams using cloud-based tools.

CORE COMPETENCES/SKILLS

- Calendar Management and Scheduling
- Email Correspondence and Prioritization
- Document Preparation and Editing (PowerPoint, Word)
- Project Coordination and Task Tracking
- Digital File Organization and Management
- Client/Customer Support and Onboarding
- Social Media Management and Engagement
- Marketing Support (Content Creation, Newsletters)
- Proficiency in Microsoft Office Suite and Google Workspace
- Strong Verbal and Written Communication Skills

RELEVANT EXPERIENCE

Administrative Assistant

Millennium Gems Ltd – Lagos

June 2024 – Present

- Manage daily administrative operations to ensure smooth workflow and efficiency
- Review contracts, regulations, and procedural guidelines to ensure compliance
- Coordinate staff travel arrangements for business trips and conferences
- Maintain accurate records and support management with administrative tasks

Customer Service Officer

United Bank of Africa (UBA)

December 2019 – April 2024

- Provided personalized customer service and resolved account-related issues promptly
- Followed up on unresolved cases to ensure complete resolution
- Maintained accuracy while handling customer records and transactions
- Worked closely with supervisors and team members to improve service delivery

EDUCATION

Diploma in Science Laboratory Technology

- Moshhood Abiola Polytechnic, Abeokuta

Diploma in Health Care Assistant

- CLI College, Lagos

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

- Virtual Assistant Training Certificate
- Phlebotomy
- Blood Borne Pathogens
- CPR, AED & First Aid
- Basic Life Support (BLS)

TOOLS

- | | | |
|-------------------|--------------|-------------|
| • Microsoft Meet | • Click | • Live chat |
| • Microsoft Teams | • Up- Notion | |
| • Gmail | • ChatGPT | |
| • Zoom | • Grammarly | |
| • Slack | • Canva | |
| • Google Calendar | • Toggl | |
| • Calendly | • Clockify | |
| • Google Docs | • Asana | |
| • Google Sheets- | • Hub Spot | |
| • Google Drive | • Zendesk | |
| • Trello | • CRM | |