

Contact

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Top Skills

resourcefulness

Proactive Design Thinking

Problem Solving

Certifications

IT Service Desk: Customer Service Fundamentals

Customer Service Foundations

Serving Customers Using Social Media

Exceptional Customer service Support

Creating Positive Conversations with Challenging Customers

Mercy Amarachi Ejiogu

Executive Virtual Assistant | Proficiency in G Suite, Excel, Zendesk, HubSpot CRM, and Complex Scheduling | I help CEOs and startups, Streamlining Workflows with 100% Productivity

Awka South, Anambra State, Nigeria

Summary

Optimize Your Operations– I've got the details covered.

Simplified Operations, Maximized Results

Time Back for What Truly Matters

Custom Solutions Tailored to Your Business Needs

Ready to reclaim your time, boost productivity, and stay ahead in your industry?

As your trusted Virtual Assistant, I help you work SMARTER, not harder. By taking essential, time-consuming tasks off your plate, I allow you to focus on high-impact activities like strategy, growth, and innovation.

Services to Offer:

Email Management, Follow-Up & Organization

Calendar & Scheduling Optimization

Data Entry, Bookkeeping & Project Coordination

Customer Support & Relationship Building

I streamline your operations so you can say goodbye to:

Endless emails

Jam-packed calendars

Missed meetings

Overwhelmed to-do lists

Why contact Me?

Confidential & Trustworthy: I handle sensitive information with professionalism and discretion.

Autonomous & Reliable: I take initiative and deliver results without constant supervision.

Tech-Savvy: Proficient in tools like Microsoft Office, Google Workspace, Trello, Slack, Asana, HubSpot, and Zendesk to ensure seamless operations.

Detail-Oriented: I prioritize tasks, meet deadlines, and maintain exceptional accuracy.

Problem-Solver: I address challenges with innovative solutions that drive efficiency and results.

Accomplishment:

With over 8 years of experience in administrative support and customer service, I've helped branches, CEOs, and growing businesses achieve:

35% increase in customer satisfaction through prompt issue resolution.

20+ hours saved weekly by optimizing scheduling and task management.

35% faster response times with improved customer feedback systems.

100% data accuracy during audits and digitization projects.

Let's Achieve More Together

Your success is my priority. I'm ready to help you organize, optimize, and scale your operations while you focus on what matters most.

Let's connect and build a future of unparalleled achievements.

Experience

First Bank of Nigeria Ltd.

9 years

Customer Service Representative

February 2016 - Present (9 years)

Awka South, Anambra State, Nigeria

In my role as a Customer Service Representative at First Bank of Nigeria Ltd., I was responsible for delivering prompt and professional support to customers via phone, email, and chat. I resolved customer issues efficiently, achieving a 90% satisfaction rate and exceeding service targets by 50%. Additionally, I collaborated with cross-functional teams to enhance customer service workflows, reducing resolution times by 35%.

Administrative Assistant

February 2016 - Present (9 years)

Awka South, Anambra, Nigeria

- Organized and maintained digital files, ensuring easy retrieval and proper labeling.
- Tracked deadlines and project progress, keeping team members on schedule.
- Set up virtual meetings, sent reminders, and prepared agendas and meeting notes.

Education

National Open University of Nigeria (NOUN)

Bachelor of Science - BS, Computer Science