

ADINNU BLESSING CHIAMAKA

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SUMMARY

- Dedicated and detail-oriented professional with experience in Customer Relations, Sales Specialisation, Virtual assisting, and SEO content writing
- Excels in providing exceptional administrative assistant to clients, including inbox management, calendar management, and preparing presentations

EDUCATION

Federal University of Technology, Owerri – Owerri, Nigeria
B. Eng, Materials and Metallurgical Engineering

September 2018 – April 2024

WORK EXPERIENCE

Virtual Assistant
Remotely

January 2024 - August 2024

- Optimized executives calendar management, reducing scheduling conflicts by 35% and , successfully coordinating over 5+ weekly meetings,
- Increased response efficiency by managing 100+ emails and phone inquiries per week, reducing response time by 50%.
- Streamlined travel logistics by arranging trips, saving an average of 15% on travel expenses through strategic bookings.
- Enhanced document accuracy by preparing and proofreading reports and presentations.
- Reduced administrative errors through meticulous data entry, document preparation, and consistent follow-ups on assigned tasks.

Student Engineering Intern May 2023 - September 2023

Midwal Engineering Services Limited – Lekki, Lagos

- Worked with a team to prepare, and record test coupons for mechanical, metallurgical, and corrosion tests for both industry and client-specific requirements.
- Acquired in-depth knowledge on specific testing codes and standards (ASTM, ASME-IX, AWS)
- Skillfully carried out chemical analysis on materials to determine the chemical composition using spectrometers and XRF machines.
- Collaborated with a teammate to carry out a research work on “Fracture mode/Behavior of charpy specimen”

SEO Content Writer

April 2022 - October 2022

World ScholarHub– Remotely

- Writes engaging and SEO-optimized blog posts.
- Edits and proofreads content for clarity, grammar, style.
- Add relevant keywords for search engine optimization.
- Ensures content aligns with brand voice and audience needs

Sale Specialist **March 2021 - September 2021**

Jumia Nigeria – Lagos

- Managed clients portfolio, building strong relationships and driving customer retention by 25%.
- Successfully achieved monthly sales targets by identifying client needs and providing tailored solutions.
- Analyzed sales data to identify trends and opportunities, improving product placement and boosting sales by 15%.
- Collaborated with cross-functional teams to ensure timely product delivery and enhance customer satisfaction.
- Provided excellent post-sale support, resolving client issues promptly and maintaining high service standards.

Customer Service Representative

February 2016 - May 2017

Smart Touch laundry, Abule-Ado, Lagos

- Promptly respond to customer inquiries in person or via phone, email, mail or social media
- Take an accurate record of client details and belongings to ensure customer satisfaction.
- Escalate customer's issues to management and track feedback to improve service processes

VOLUNTEER ACTIVITIES

Front Desk Lead, Association of Nigeria Female Student Conference (IMO STATE CHAPTER) 2023

Oversees and leads the team in check-in and registration processes, ensuring efficient handling of attendee inquiries and issues.

Front Desk, Public Speaking Submit (PSS)

2023

Welcome and register attendees, providing badges and event materials while marking the check-in and check-out process. Address attendee inquiries and troubleshoot any issues that arise.

Content Writer, Bedrock initiative - Owerri Business Week Event

2022

Created and distributed daily content to promote the Owerri Business Week event, "Gaining Business Momentum," while collaborating with the publicity team to enhance social media engagement.

SKILLS

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|--------------------|-------------------------|------------------------|
| • Time management | • Organizational skill | • Communication Skills |
| • Customer Service | • Problem solving skill | • Attention to details |