

KHADIJAT ODUYEMI

Virtual Assistant | Administrative Specialist | Customer Support Expert

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Professional Summary

Results-driven Virtual Assistant with 5+ years' experience supporting executives, entrepreneurs, and legal professionals in administrative coordination, client communications, and digital organization. Expert in streamlining workflows, improving data accuracy, and ensuring seamless scheduling across multiple time zones. Proficient in Microsoft 365, Google Workspace, HubSpot CRM, SharePoint, Zendesk, and Canva. Recognized for 98%+ task accuracy, 95%+ customer satisfaction, and measurable improvements in efficiency and client retention.

Core Competencies

- Calendar & Inbox Management (Outlook, Google Calendar)
 - CRM & Database Management (HubSpot, Zoho, Airtable)
 - Meeting Coordination & Minutes Taking
 - Document Preparation & Formatting (Word, PowerPoint, Excel)
 - Social Media Scheduling & Content Design (Canva, Meta Business Suite)
 - Client Correspondence & Follow-ups
 - Digital File Organization Management
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Professional Experience

Freelance Virtual Assistant | Remote | Jun 2023 – July 2025

- Managed schedules for 3–5 clients across multiple time zones, coordinating 20–25 meetings weekly with zero double-bookings and a 100% on-time start rate.
- Saved clients 6–8 hours weekly by streamlining scheduling and reducing missed deadlines by 85%, contributing to 15% faster project delivery.
- Processed 300–500 records weekly with 99.8% accuracy, reducing data errors from 3% to under 0.5% through quality checks.
- Migrated and organized 1,200+ files and 80+ folders in Google Drive/Dropbox, reducing retrieval time by 40%.
- Handled 150–200 customer inquiries weekly across email, chat, and social media, maintaining a 2-hour average response time and achieving 95%+ CSAT.
- Designed branded Canva templates for newsletters, event promotions, and client updates.

- Implemented 5+ process improvements, boosting team efficiency by 25–35% within three months.
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Customer Support Representative | Remote | Dec 2024 – Mar 2025

- Resolved 100+ inquiries weekly via Zendesk and email, maintaining an average response time under 3 hours.
 - Achieved 92% first-contact resolution rate, increasing customer satisfaction and repeat service requests.
 - Updated CRM records with 99.8% accuracy, reducing reporting errors by 25%.
 - Developed improved response templates, cutting handling time by 15%.
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Litigation Manager / Administrative Assistant | Bisi Abdul-Azeez & Co. | Jan 2020 – Dec 2024

- Managed 200+ active legal case files, ensuring 100% compliance with filing deadlines and court protocols.
 - Drafted, formatted, and proofread legal documents with zero submission errors.
 - Coordinated hearings, client meetings, and correspondence, reducing scheduling conflicts by 30%.
 - Trained junior staff in document management and legal filing, improving departmental efficiency by 20%.
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Certifications

- Virtual Assistant – ALX Africa, Remote Trybe
 - Zendesk Customer Service Professional Certificate
 - Customer Service Foundations – LinkedIn Learning
 - Administrative Professional Foundations – LinkedIn Learning
 - Microsoft 365 Optimization – IBM SkillsBuild
 - Canva for Professionals – Remote Africa Bootcamp
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Education

Secretarial Administration, B.Sc. – Tai Solarin University of Education, Ogun State

Tools & Technologies

Google Workspace | Microsoft 365 | HubSpot | Zoho CRM | Airtable | Zendesk | Meta Business Suite | Canva | Trello | ClickUp | Calendly | Dropbox | Apollo.io | Hunter.io