

MARYJANE CHEKWUBE OKOLO

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PROFESSIONAL SUMMARY

Detail-oriented Virtual Assistant with 3+ years of experience in administrative support, customer service, and virtual assistance across remote and fast-paced environments. Proven ability to support C-level executives by managing calendars, coordinating meetings across multiple time zones, organizing inboxes, and handling confidential information with discretion. Demonstrated expertise in scheduling, task prioritization, and KPI tracking to ensure operational efficiency and executive productivity.

Skilled in calendar and inbox management, client onboarding, workflow optimization, and process automation using CRM systems and productivity tools such as Microsoft 365 (including PowerPoint), Trello, Airtable, and Slack. Delivered multichannel customer support (email, phone, chat), achieving a **95%** customer satisfaction rate through proactive communication and timely issue resolution. Known for improving administrative workflows and reducing processing time by **20%** through strategic organization and automation. Strong documentation skills with a focus on capturing meeting notes, action items, and distributing follow-ups. Collaborative team player with excellent written and verbal communication skills, able to build rapport across departments and enhance team culture.

CORE SKILLS

Virtual Assistance | Calendar & Inbox Management | Task Prioritization | Administrative Support

Project Coordination | CRM Systems (HubSpot, Salesforce, Pipedrive, GoHighLevel)

Email & Document Management | Customer Support | Data Entry | Client Onboarding

Workflow Automation (Zapier, ActiveCampaign) | Google Workspace | Microsoft Office

Slack | Trello | Zoho Cliq | Travel Arrangements | Adaptability & Strong Time Management

| Confidentiality & Discretion in Handling Sensitive Information | Online Research | Remote Work Proficiency

PROFESSIONAL EXPERIENCE

Business Officer

Moniepoint Group – Aug 2024 – Present

- Onboard 25+ new businesses, increasing client base, and expanding market reach.
- Improve customer retention by 20% through proactive support and follow-up strategies.
- Surpass monthly sales targets, contributing to a 15% revenue increase.

- Promote digital financial solutions that boosted transaction volumes by 40%.
- Strengthen brand presence through targeted outreach and lead conversion campaigns.

Telehealth Dental Therapist

Alex-Ekwueme Federal University Teaching Hospital – Jul 2023 – Present

- Coordinate appointment scheduling and treatment plans to streamline clinical operations.
- Maintain accurate digital records, improving patient documentation and retrieval speed.
- Deliver patient education on oral hygiene, improving patient adherence and awareness.
- Collaborated with cross-functional teams to enhance service delivery and patient care.

Automation Specialist

Greenfield Global LLC – Feb 2025 – Apr 2025

- Built and deployed automation workflows using Zapier and ActiveCampaign, reducing manual tasks by 50%.
- Integrated CRM, email, and project platforms for real-time updates and synchronized operations.
- Identified and solved repetitive task challenges, boosting productivity and minimizing errors.
- Continuously tested and optimized automations to support evolving business needs.

Sales Manager / Admin Support

KamZenith Foods and Beverages Ltd – Aug 2021 – Jul 2023

- Provided multichannel customer support, achieving a 95% customer satisfaction rate.
- Managed CRM records and internal communications to ensure accurate, up-to-date data.
- Scheduled meetings, tracked KPIs, and supported team coordination and operations.
- Composed professional emails and internal reports to streamline cross-functional communication.
- Streamlined administrative workflows, reducing processing time and increasing efficiency by 20%.

EDUCATION

Diploma in Dental Therapy

Federal College of Dental Technology and Therapy, Enugu | 2019

TRAINING & CERTIFICATIONS

- IT Support Skills – Digital Witch Community | 2025
- Technical Support Fundamentals – Coursera | 2025
- B2B Sales Strategy – LinkedIn Learning | 2025
- Sales Management Certificate – HubSpot Academy | 2025
- Customer Service Leadership – LinkedIn Learning | 2024